
AN INTEGRATIVE
APPROACH

PERSONAL
Counseling
SKILLS

ABOUT THE AUTHORS

Doctor Kathryn (Kitty) Geldard initially worked at the Phipps Clinic at the Johns Hopkins University Hospital in Baltimore where she was involved in the assessment and treatment of psychiatrically disturbed adolescents and their families. Since then she has had many years of clinical experience as a child, adolescent and family therapist working in both mental health settings and in private practice. Additionally, she is recognized for her work as a senior academic at the University of the Sunshine Coast in Queensland, Australia, where she was responsible for the establishment of the Master of Counseling and Master of Counseling Practice programs.

David Geldard is an experienced counseling psychologist who is highly regarded in his profession as a supervisor and trainer of both probationary and experienced psychologists. For many years he has worked in both community health and mental health settings while also running a private practice. He uses an integrative approach to counseling that enables him to take advantage of major therapeutic approaches to counseling. Much of his work has involved personal and relationship counseling of adults, adolescents, and children. He has extensive experience in conducting training programs in counseling skills.

Revised First Edition

AN INTEGRATIVE
APPROACH

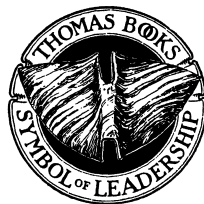
PERSONAL
Counseling
SKILLS

By

KATHRYN GELDARD

and

DAVID GELDARD



CHARLES C THOMAS • PUBLISHER, LTD.
Springfield • Illinois • U.S.A.

Published and Distributed Throughout the World by

CHARLES C THOMAS • PUBLISHER, LTD.
2600 South First Street
Springfield, Illinois 62794-9265

This book is protected by copyright. No part of
it may be reproduced in any manner without written
permission from the publisher. All rights reserved.

©2012 by CHARLES C THOMAS • PUBLISHER, LTD.

ISBN 978-0-398-08834-7 (paper)
ISBN 978-0-398-08835-4 (ebook)

Library of Congress Catalog Card Number: 2012019140

*With THOMAS BOOKS careful attention is given to all details of manufacturing
and design. It is the Publisher's desire to present books that are satisfactory as to their
physical qualities and artistic possibilities and appropriate for their particular use.
THOMAS BOOKS will be true to those laws of quality that assure a good name
and good will.*

*Printed in the United States of America
MM-R-3*

Library of Congress Cataloging in Publication Data

Geldard, Kathryn

Personal counseling skills: an integrative approach / by Kathryn Geldard
and David Geldard. – Rev. 1st

p. cm.

Includes index.

ISBN 978-0-398-08834-7 (pbk.) – ISBN 978-0-398-08835-4 (ebook)

1. Counseling. I. Geldard, David. II. Title.

BF636.6.G45 2012
158.3–dc23

2012019140

PREFACE

This book is a comprehensive, easy-to-read introduction to personal counseling written for professional and volunteer counselors and those who train them. It is also a valuable resource for workers in a wide variety of helping professions where counseling skills are useful such as in psychology, social work, welfare work, medicine, nursing, education, and human services.

A major addition to this book, making it particularly attractive to those who train counselors, is the inclusion of training group exercises for all skills chapters. After reading a particular chapter, the exercises relating to that chapter, in Part VI of the book, can be used by trainers to greatly enhance the learning process. These exercises have been found to be popular with both students and those teaching them.

Chapters describing basic and more advanced counseling skills are arranged in a sequence which is particularly suitable when teaching student counselors to learn and practice using these skills for the first time. Also of considerable value for new counselors are those sections of the book which describe the fundamental principles of counseling and the counseling relationship, and explain the theories of change applicable to the various approaches to counseling.

The book adopts an integrative approach which allows the reader to learn, understand, and use skills taken from major counseling approaches, and to integrate these into a sequential process which maximizes the possibility of facilitating change in the client.

The book provides the reader with:

- A highly practical integrative approach to counseling.
- Discussion of the specific skills required for successful counseling and practical suggestions on ways to learn and develop new skills.

- Numerous examples of useful dialogue to illustrate the real experience of counseling and to use in counseling situations.
- Ways of managing particular counseling situations involving angry, depressed, grieving, or suicidal clients.
- An understanding of the role of a counselor's supervisor, methods of supervision, and a discussion of how supervision is essential in helping counselors provide optimal service for their clients.
- Information on practical counseling issues such as keeping records, arrangement of the counseling room, and ways to look after yourself as a counselor.
- Practical information on issues of confidentiality and professional ethics.
- Key statements highlighted throughout the book for ease of reference.

CONTENTS

	<i>Page</i>
<i>Preface</i>	v
 <i>Chapter</i>	
Part I: COUNSELING—AN OVERVIEW	
1. WHAT IS COUNSELING?	5
2. THE COUNSELING RELATIONSHIP	17
 Part II: BASIC PRINCIPLES AND SKILLS	
3. LEARNING THE NECESSARY SKILLS	33
4. JOINING AND LISTENING	41
5. PARAPHRASING OF CONTENT	53
6. REFLECTION OF FEELINGS	61
7. PARAPHRASING CONTENT AND REFLECTION OF FEELING	72
8. USE AND ABUSE OF QUESTIONS	80
9. SUMMARIZING	100
10. CREATING COMFORTABLE CLOSURE	104
 Part III: PROMOTING CHANGE THROUGH THE USE OF AN INTEGRATIVE APPROACH	
11. AN INTEGRATIVE APPROACH TO HELPING PEOPLE CHANGE	117
12. COMBINING SKILLS TO FACILITATE THE CHANGE PROCESS	132

Part IV: ADDITIONAL SKILLS FOR PROMOTING CHANGE

13.	CONFRONTATION	147
14.	NORMALIZING	154
15.	REFRAMING	160
16.	CHALLENGING SELF-DESTRUCTIVE BELIEFS	169
17.	EXPLORING POLARITIES	178
18.	ENABLING THE CLIENT TO MAKE USE OF THEIR STRENGTHS	186
19.	USING THE “HERE AND NOW” EXPERIENCE	198
20.	EXPLORING OPTIONS	213
21.	FACILITATING ACTION	221

Part V: PRACTICAL, PROFESSIONAL AND ETHICAL ISSUES

22.	THE COUNSELING ENVIRONMENT	235
23.	KEEPING RECORDS OF COUNSELING SESSIONS	241
24.	INFLUENCE OF THE COUNSELOR’S VALUES AND BELIEFS	247
25.	CONFIDENTIALITY AND OTHER ETHICAL ISSUES ..	256
26.	THE NEED FOR SUPERVISION	268
27.	LOOKING AFTER YOURSELF	281

PART VI: TRAINING GROUP EXERCISES

28.	TRAINING GROUP EXERCISES	295
-----	--------------------------------	-----

<i>Index</i>	327
--------------------	-----

AN INTEGRATIVE
APPROACH

PERSONAL
Counseling
SKILLS

Part I
COUNSELING—AN OVERVIEW

Chapter 1

WHAT IS COUNSELING?

We, Kathryn and David Geldard, are a husband and wife team who have worked together for many years as counselors, trainers, and authors. As we started to write this book we asked ourselves the question, “What is counseling?” When we thought about this question we realized that counseling is just one way of helping people, but it is a special way which involves the use of particular skills for specific purposes.

There are many different ways of helping other people. Perhaps the most common of these involves giving others practical help. In our society there are many individuals who spontaneously help others in this way. Additionally, there are others who belong to organizations which have been set up to provide help to specific groups such as the elderly, the disabled, and those with serious or mental health problems. Most importantly, there are many professions such as nursing, occupational therapy, and social work which involve professionals who are trained to provide and/or organize practical help for others.

While helping other people in a practical way many volunteer and professional helpers also make use of some counseling skills. Using these skills can be very useful in enabling people to feel better as described in our book, *Counseling Skills in Everyday Life* (Geldard and Geldard, 2003). However, it needs to be recognized that just being able to make use of some counseling skills does not qualify a person as a counselor.

Counselor Training

In order to qualify as a counselor, a person needs to complete an