

UNIT 1 – EFFECTIVE HELPER

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KMC 1083: Basic Helping Skills

- ▶ What is HELPING?
- ▶ What is HELPER?
- ▶ What is HELPEEEE?

▶ Lets Consider This..

- ▶ Have you helped anybody in your life?
- ▶ What kind of help did you give?
- ▶ What made you decide to help?
- ▶ What happened to the person?
- ▶ How did you feel about helping?
- ▶ What kinds of help can a person give?

- ▶ Think about your own view of what helping means and examine your motives for helping people.
- ▶ It is good to develop a style of help that is comfortable and effective you.
- ▶ Lets think about what are you doing? What are you saying? What are you feeling? How is the other person responding? What does it mean to be a helper? Make a list of the behaviors you regard as helpful.
- ▶ Try to recall people who have helped you. What were their behaviors and personal qualities that made them helpful people? How did you feel about their actions and being the recipient of help? What did you infer about their attitudes? List their helpful behaviors.
- ▶ Ask close friends or relatives to describe incidents when your behaviors was helpful to them? List their descriptive words and phrases.

▶ (Lawrence M. Brammer & Ginger MacDonald, 1998)

- ▶ Are you really a helper?



- ▶ At the end of this unit, you will be able to:
 - ▶ demonstrate understanding of helping concepts
 - ▶ identify types of helpers
 - ▶ knowing the characteristics of effective helpers
 - ▶ identify factors of therapeutic relationship

► What is HELPING?

A process whereby someone who needs help is being helped by someone who is able to help.

Professional helping is different from normal everyday helping.
Professional helping is one way process unlike friendship.

Professional helping requires someone seeking help someone willing to give help who is trained to help and in a setting that permits help to be received and given in privacy
(Hackney & Cormier, 1996)

The helper assists helpee to explore feelings and reactions, gaining insight and make positive changes in his/her life.

► Who is the HELPER?

Anyone who assists others to understand, overcome, or deal with external or internal problems.

Anyone who receive assistance/help from others to deal with their concern/issues known as helpee.

▶ Who is the HELPER?

▶ THREE types of helper:

- ▶ Non-Professionals
- ▶ Para-Professionals
- ▶ Professionals

► Settings Where Professional Helpers Work

Organizations

Human
Resource
Department

Higher
educational
institutions

Own private
clinics

Job placement
agencies



Hospitals

Schools

► Different HELPERS:

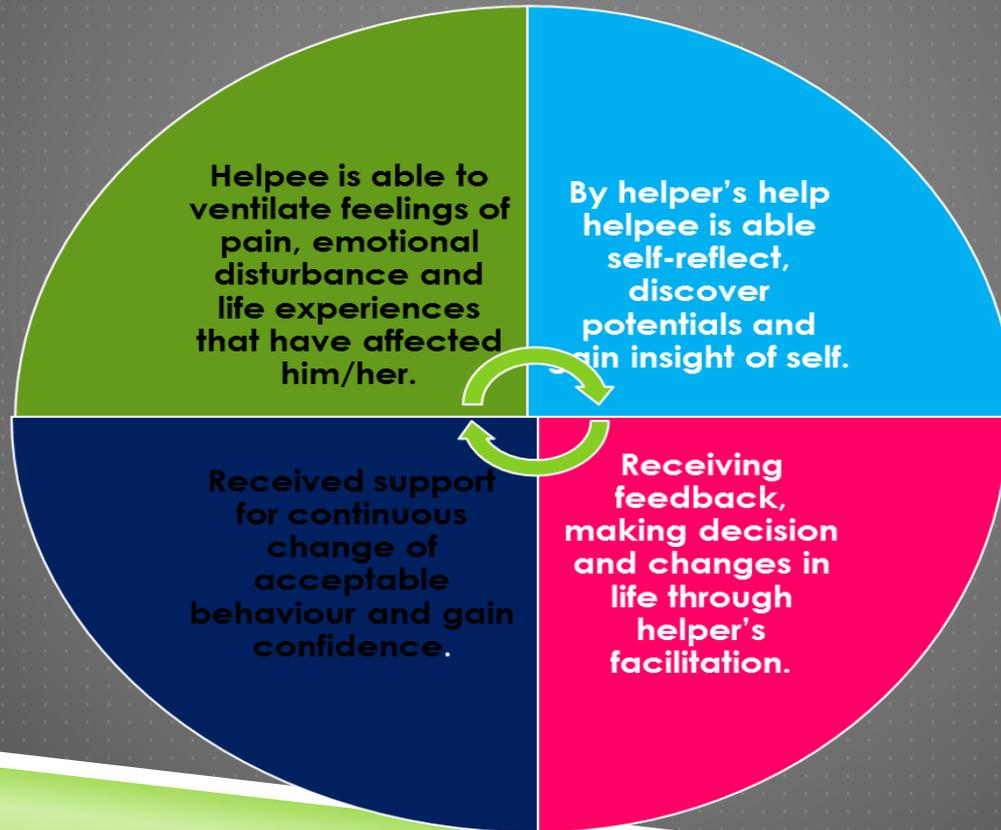
NONPROFESSIONAL HELPERS- interest, have attended seminar or talks on effective communication and helping.

PARAPROFESSIONALS – received more intensive training in helping on the job or at educational institutions

PROFESSIONALS – specialists who have undergone lengthy training or courses at university level specialized in helping/counselling skills.



► Outcomes of HELPING:



▶ The Difference Between Professional Help and Friendship:

- ▶ Friendship is a two-way process
- ▶ Professional help means it's a one way process

► Effective HEPLERS:

**Personal qualities (Hackney
& Cormier (2001))**

**Self-awareness and
understanding**

Good psychological health

**Sensitivity to understanding of
racial, ethnic, and cultural factors
in self and others**

Open-mindedness

Objectivity

**Ability to promote client's
welfare**

Ethical behavior

► Effective HELPERS:

Good interpersonal skills

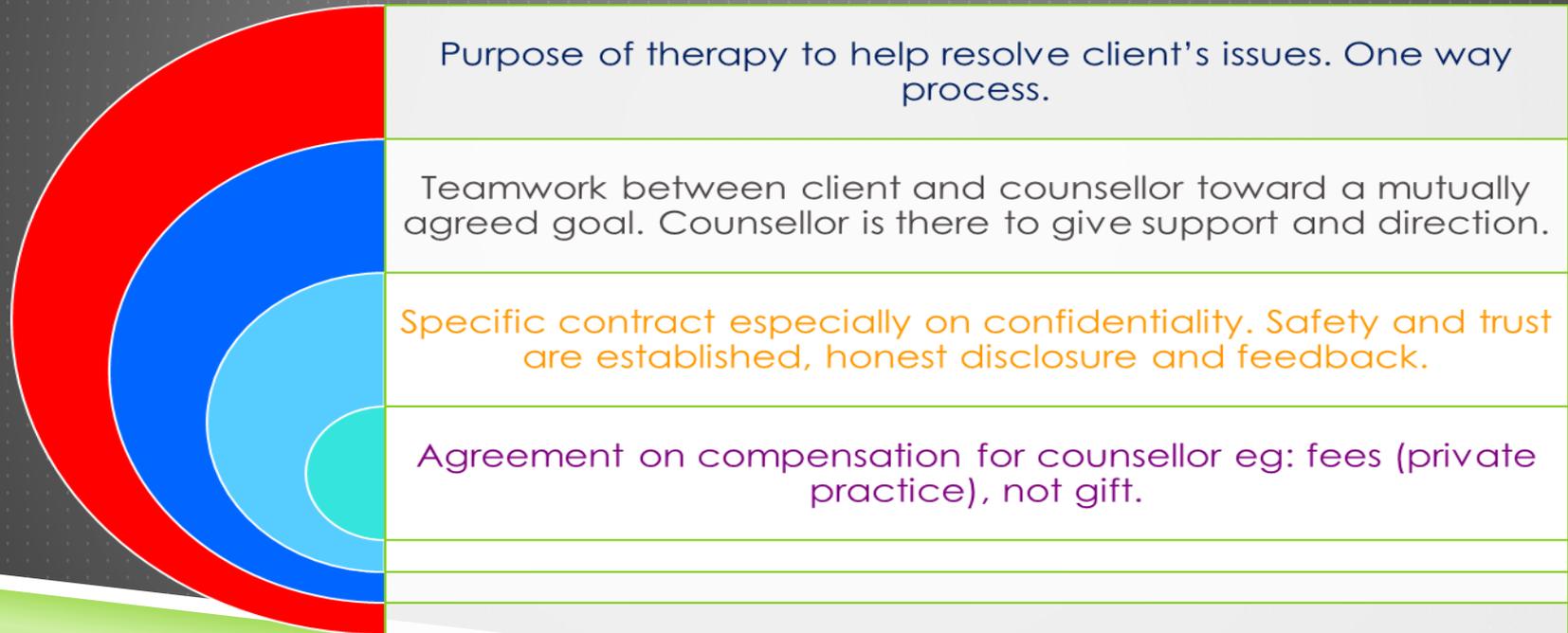
Conceptualization skills

Intervention skills

Culture competence skills

**Able to deal in affective domain
(feeling and emotion), cognitive
domain (thinking and intellectual
process) and behaviour domain
(actions and deeds)**

► Characteristics of Therapeutic Relationships:



► Characteristics of Therapeutic Relationships:



► Therapeutic Factors of Helping:

Therapeutic factors

- the activities that seem to be used by all effective helpers with different techniques.

6 common therapeutic factors (Frank & Frank, 1991):

- Maintaining a strong helper/helped relationship.
- Increasing helped's motivation and expectation of help
- Enhancing helped's sense of mystery or self-efficacy.
- Providing new learning experiences.
- Raising emotional arousal.
- Providing opportunities to practice new behaviours.

► The PROFESSIONALS:

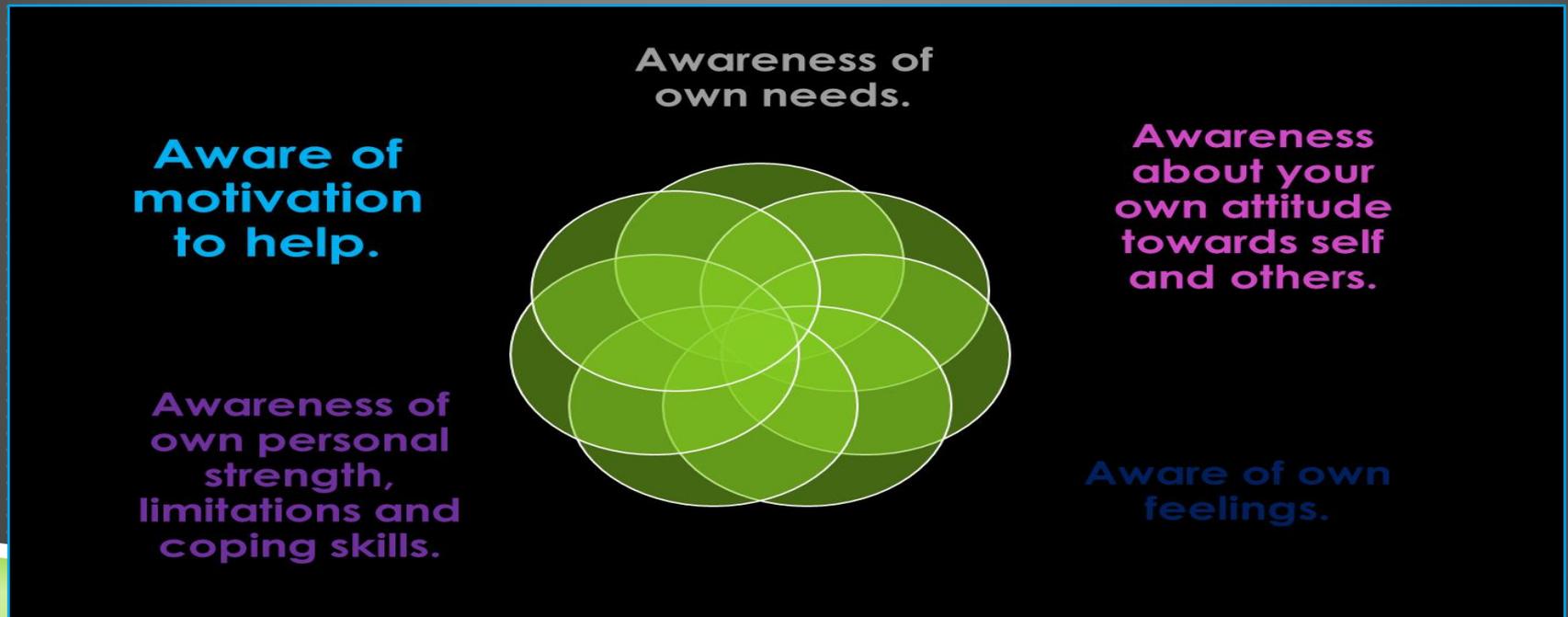


Psychiatrists

Psychologists

Counsellors

▶ Helper's Self-Awareness and Understanding:



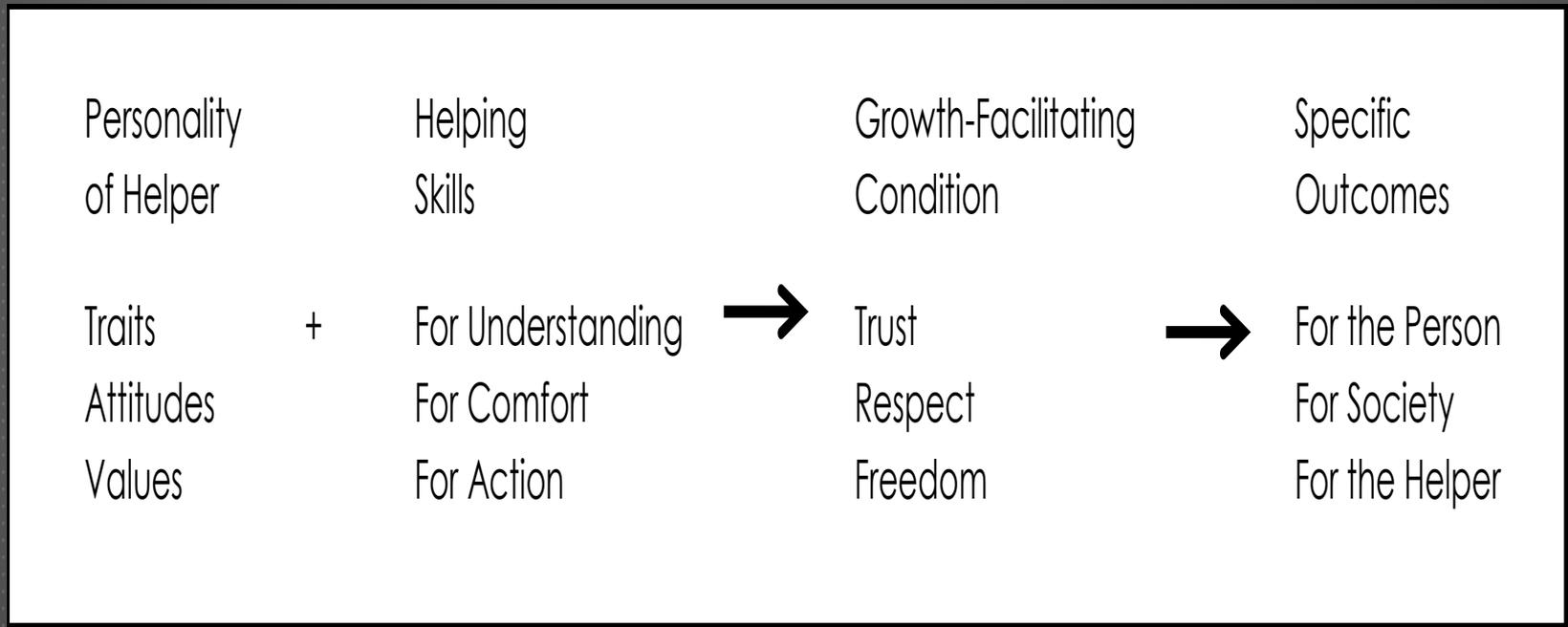
▶ HELPING Process:

Process means the sequent of events and their meaning to the clients.

In the process there are stages and phases which are formal

In the process there is a formation of helping relationship which is meaningful to client and helper.

► The Helping Process (Brammer, 1998)



- ▶ PHASES and STAGES in the Helping Process (Brammer, 2003)

- ▶ There are TWO Phases and EIGHT Stages:

- ▶ Helping Phase 1: Building Relationship

- ▶ There are FOUR Stages under the Helping Phase 1

- ▶ 1. Entry: Preparing the helper and opening the relationship

- ▶ 2. Clarification: Stating the problem or concern and reasons for seeking help

- ▶ 3. Structure: Formulating the contract and the structure

- ▶ 4. Relationship: Building the helping relationship

- ▶ Helping Phase 2: facilitating Positive Action
 - ▶ There are another FOUR Stages under the Helping Phase 2:
 - ▶ 5. Exploration: Exploring problems, formulating goals, planning strategies, gathering facts, expressing deeper feelings, learning new skills
 - ▶ 6. Consolidation: Exploring alternatives, working through feelings, practicing new skills
 - ▶ 7. Planning: developing a plan of action using strategies to resolve conflicts, reducing painful feelings, and consolidating and generalizing new skills or behaviours to continue self-directed activities
 - ▶ 8. Termination: Evaluating outcomes and terminating the relationship

▶ Helping PHASES:

▶ Helping Phase 1. Building the Relationship

- ▶ A structured relationship with a helper and a client.
- ▶ A dynamic relationship which constantly changing at verbal and non-verbal levels.
- ▶ The relationship is the principal process for helper and client to express their needs and to help client with helper's expertise.
- ▶ A working alliance i.e. agreement for both to work towards goal.
- ▶ The first step involves building a relationship and focuses on engaging clients to explore issue that directly affect them

▶ Some Skills for Relationship Building for the Counselor:

- ▶ Introduce yourself
- ▶ Invite client to sit down
- ▶ Ensure client is comfortable
- ▶ Address the client by name
- ▶ Invite social conversation to reduce anxiety
- ▶ Watch for nonverbal behavior as signs of client's emotional state
- ▶ Invite client to describe his or her reason for coming to talk
- ▶ Allow client time to respond
- ▶ Indicate that you are interested in the person

▶ *(Source: H. Hackney and S. Cormier (2005). The Professional Counselor. Boston: Pearson)*

▶ Helping STAGES

▶ Helping Stage 1: Entry:

- ▶ Proxemics
- ▶ Spatial zone that we unconsciously define ourselves.
- ▶ 0-1 ½ Ft – intimate space – very close member.
- ▶ 1 ½ - 4 ft – personal space – uncomfortable if invaded
- ▶ 4-12 ft – social space – formal interaction.
- ▶ 12 ++ - public space – public speakers, teachers.

- ▶ goal to open session with minimal resistance, build trust, enable client to state their needs e.g. learning more about self, release from trouble feeling and need for support.
- ▶ Client with issue but resist or fear for change. Setting, time, comfort and privacy.
- ▶ Informed consent if appropriate.

▶ Helping STAGES

▶ Helping Stage 2: Clarification

- ▶ The goals of this stage are to clarify helpee statements of why they want help and to get better feel for how helpees see their problems and general life situations.
- ▶ It is not necessary to assume that all helpees come with defined 'problems', a general descriptive term for helpee concern.

▶ Helping STAGES

▶ Helping Stage 3: Structure

- ▶ Informed consent if not done at the entry level. Structure the relationship, counsellor's credentials, define responsibility and commitments of both sides, roles, behavioural approach - contract to work towards goal e.g. getting information, doing activities such as writing journal etc.

▶ Helping STAGES

▶ Helping Stage 4: Relationship

- ▶ The goal is to increase the depth of the relationship and the intensity of client's commitment, increasing trust, honest feedback, deeper sharing, preparing for termination.
- ▶ The need to dealing with silence and self-disclosure.

▶ Helping PHASES:

▶ Helping Phase 2. Facilitating Positive Action

- ▶ Helper plays active role in exploring, formulating goals, planning strategies, expressing deeper feeling and client learns new skills.
- ▶ Helper support client in implementing new behaviour and gaining insight, giving feedback, evaluating outcomes and terminating the relationship.

- ▶ Cues for Lying:
 - ▶ Honest Communicator
 - ▶ Voice: Have fewer pauses when talking.
 - ▶ Speak fluently and smoothly.
 - ▶ Speak at normal rate.
 - ▶ Facial Expression
 - ▶ Smile genuinely and sincerely.

▶ Cues for Lying:

▶ Lying Communicator

- ▶ Voice: Pause more, thinking what 'story' to tell.
- ▶ Use more non- fluencies aah, er, um.
- ▶ Speak a bit faster.

▶ Facial Expression

- ▶ Phony smile, smile a bit too long, plastered on smile.

▶ Cues for Lying:

▶ Honest Communicators

▶ Gestures

- ▶ Less likely to play with objects.
- ▶ Use fewer gestures.
- ▶ Not likely to shift body language.
- ▶ Less nervous.

▶ Eye contact

- ▶ Steady, normal, natural gaze.
- ▶ Eye blink normal – no increase.

▶ Cues for Lying:

▶ Lying Communicators

- ▶ Gestures
- ▶ More likely play with objects e.g. twiddle pencil.
- ▶ Use more gestures, touching face etc.
- ▶ Shift posture
- ▶ Display increased nervousness.

▶ Eye contact

- ▶ Look away, maintain less eye contact.
- ▶ Increase eye blink rate, increase anxiety,

▶ Helping STAGES:

▶ Helping Stage 5: Exploration

- ▶ Counsellor be active and assertive. Counsellor have to choose intervention strategies or techniques that suitable to the need of the client to initiate change.
- ▶ Confrontation increased. Client looks at himself deeply and find motivation to change. Some may feel discouraged and tired. Preparation for termination.

- ▶ During exploration stage, transference and counter-transference of feelings may occur. Result of intense interaction.
- ▶ Transference – strong feeling towards helper maybe due to helper behaviour e.g. looking at helper as own parents. Therefore, there will be a tendency client shows usual behaviour toward own parents.
- ▶ Counter-transference – helper has strong feelings toward client due to helper's unresolved personal relationship, e.g. seeing client as ungrateful child

▶ Helping STAGES:

▶ Helping Stage 6: Consolidation

- ▶ Client talks about plan and actions to practice new skills or behaviour. Decision-making process and planning actions.
- ▶ Much time is spent in Exploration stage and this stage is to consolidate feelings, reactions and decisions.

▶ HELPING Phases & Stages:

▶ Helping Stage 7: Planning

- ▶ Rational planning process and to crystallize discussions of earlier stages.
- ▶ To reflect the growth experience by client through the helping process.
- ▶ Feedback is given and received willingly. New topics with feeling is discouraged.

▶ HELPING Phases & Stages:

▶ Helping Stage 8: Termination

- ▶ Terminations is a process that occurs at the end of each session and at the end of the helping relationship.
- ▶ Accomplishment toward goal is summarized and progress is evaluated. If goal is not achieved, hypothesis on why it fails is discussed.
- ▶ The client can be encouraged to summarize. Referral arranged if client needs it.