

Contents

PART 1

The Counselor, the Client, and the Counseling Process

1

CHAPTER 1

The Counselor and the Counseling Process

3

Introduction 3

Characteristics of the Professional Counselor 3

Belief That Clients Are Unique Individuals of Significant Value, 4 Belief That
Clients Are Capable of Change, 4 Knowledge of How Individuals Function, 5
Knowledge of How to Assist Individuals, 5 Willingness to Become Involved, 6
Knowledge of Oneself, 7

The Counselor's Professional Education and Training 7

Ethical Considerations for the Counselor 10

Codes of Ethics, 10 The Client's Welfare, 11 The Competency of the Counselor, 12
The Client's Right to Privacy, 12 Value Issues Inherent in the Counseling Process, 14

Legal Considerations for the Counselor 16

Summary 17

References 17

CHAPTER 2

The Effectively Functioning Person

19

Introduction 19

Important Psychological Dimensions of Functioning 19

Need Satisfaction, 20 Stress and the Coping Process, 22 Developmental Task
Attainment, 25 Social Contact and Interpersonal Relationship Skills, 30 Other
Characteristic Attributes, 33

Special Problems That Impede Effective Functioning	35
<i>Handicapping Conditions, 35</i> <i>Serious Vocational Concerns, 36</i> <i>Substance Abuse Problems, 38</i> <i>Psychological Disorders, 40</i>	

Summary	44
References	44

CHAPTER 3

Transitional Stages in the Counseling Process 47

Introduction	47
--------------	----

The Transitional Stages	47
<i>The Relationship-Building Stage, 49</i> <i>The Exploratory Stage, 51</i>	
<i>The Decision-Making Stage, 53</i> <i>The Working or Implementation Stage, 54</i>	
<i>The Termination Stage, 55</i>	

Reluctant and Resistant Clients in the Counseling Process	56
<i>The Reluctant and Uncommitted Client, 56</i> <i>The Resistant but Committed Client, 58</i>	

Sources of Information About the Client	59
---	----

Summary	62
References	62

PART 2

How Counselors Help Individuals Change: Counseling Intervention Strategies 65

Contemporary Theoretical Developments	65
Change Is a Natural Occurrence	66
The Three Domains of Functioning	68
The Counselor's Role	69
Multicultural Considerations	69
References	70

CHAPTER 4

Cognitively Focused Counseling Strategies 73

Introduction	73
--------------	----

Acquiring and Retaining Factual Knowledge	74
<i>Basic Concept, 74</i> <i>Educational and Vocational Information, 74</i> <i>Interpretation of Psychometric Data, 77</i> <i>The Management of Learning, 81</i>	

Systematic Problem-Solving and Decision-Making Skills	83
<i>Basic Concept, 83</i> <i>The Trait-Factor Approach, 87</i>	

Systematic Improvement of the Deductive Thinking Process	88
<i>Basic Concept, 88</i> <i>Thought Interference or Thought Stopping, 90</i> <i>Systematic Cognitive Structuring and Restructuring, 91</i>	

Analogous, Inductive, and Creative Thinking 92

Basic Concept, 92 Suggested Methods, 94

Summary 95

References 95

CHAPTER 5

Affectively Focused Counseling Strategies 98

Introduction 98

Three Affectively Focused Approaches 99

The Person-Centered Approach, 99 The Gestalt Approach, 103 The Existential Viewpoint, 109

Affectively Oriented Counseling Procedures 112

Ventilation, 112 Catharsis, 114 Insight, Self-Awareness, and Improved Self-Esteem, 115

Summary 117

References 118

CHAPTER 6

Performance-Focused Counseling Strategies 119

Introduction 119

Behavioral Counseling 120

Contingency Contracts 121

Observational and Simulated Learning 122

Basic Concept, 122 Observational Learning, 123 Simulated Learning, 124 Applications and Advantages of Observational and Simulated Approaches, 125

Contingency Management 126

Basic Concept, 126 Increasing the Likelihood of a Behavior, 132 Decreasing the Likelihood of a Behavior, 133

Classical Conditioning 135

Basic Concept, 135 Stimulus Conditioning Phenomena, 136 Stimulus Change, 137 Changing Responses, 137

Summary 143

References 144

PART 3

The Counselor's Role Communication Skills 147

Communication as a Role Function 148

Level-of-Response Scale 153

References 154

CHAPTER 7

Primary Role Communication Skills

157

Introduction 157

The Attending Role 157

Types of Attending Responses, 158 Illustrations of Different Types of Attending Responses, 159 Levels of Attending Responses, 160 Illustrations of Different Levels of Attending Responses, 161 Practice Attending Exercises: "What Do I Do After I Say 'Hello'?", 162

The Clarifying Role 168

Types of Clarifying Responses, 168 Illustrations of Different Types of Clarifying Responses, 168 Levels of Clarifying Responses, 169 Illustrations of Different Levels of Clarifying Responses, 170 Practice Clarifying Exercises: "What Do I Say After I Say 'I See'?", 172

The Supporting or Reassuring Role 177

Types of Supporting or Reassuring Responses, 178 Illustrations of Different Types of Supporting or Reassuring Responses, 178 Levels of Supporting or Reassuring Responses, 179 Illustrations of Different Levels of Supporting or Reassuring Responses, 180 Practice Supporting Exercises: "How Do I Say 'You're Okay'?", 182

Summary 188

References 189

CHAPTER 8

Intermediate Role Communications Skills

190

Introduction 190

The Informing or Describing Role 190

Types of Information or Describing Responses, 191 Illustrations of Different Types of Informing or Describing Responses, 192 Levels of Informing or Describing Responses, 193 Illustrations of Different Levels of Informing or Describing Responses, 194 Practice Informing and Describing Exercises: "How Do I Provide Specific Information or Descriptions of How Things Function?", 196

The Inquiring or Probing Role 205

Types of Probing or Inquiring Responses, 206 Illustrations of Different Types of Probing or Inquiring Responses, 207 Levels of Probing or Inquiring Responses, 209 Illustrations of Different Levels of Probing or Inquiring Responses, 210 Practice Probing and Inquiring Exercises: "How Do I Say 'Tell Me More About That'?", 212

The Role of Responding to Client Questions 218

Types of Responses to Client Questions, 218 Practice Exercises Responding to Client Questions: "How Do I Answer That One?", 219

The Meaning and Use of Silence 226

Summary 228

References 229

CHAPTER 9

Advanced Role Communication Skills**230**

Introduction 230

The Advising Role 230

Types of Advising Responses, 232 Illustrations of Different Types of Advising Responses, 233 Levels of Advising Responses, 233 Illustrations of Different Levels of Advising Responses, 235 Practice Advising Exercises: "How Do I Offer Advice?", 237

The Motivating or Prescribing Role 244

Types of Motivating or Prescribing Responses, 244 Illustrations of Different Types of Motivating or Prescribing Responses, 246 Levels of Motivating or Prescribing Responses, 247 Illustrations of Different Levels of Motivating or Prescribing Responses, 248 Practice Motivating and Prescribing Exercises: "How Do I Say 'Get On with It?'", 249

The Evaluating or Interpreting Role 256

Types of Evaluating or Interpreting Role Responses, 257 Illustrations of Different Types of Evaluating or Interpreting Responses, 258 Levels of Evaluating or Interpreting Responses, 259 Illustrations of Different Levels of Evaluating or Interpreting Responses, 260 Practice Evaluating and Interpreting Exercises: "How Do I Tell the Client 'These Data Have the Following Meanings?'", 262

Summary 269

References 270

CHAPTER 10

Problem-Solving Skills**271**

Introduction 271

The Problem-Solving Role 271

Problem-Solving Strategies: Factors to Remember, 272 Types of Problem-Solving Responses, 275 Levels of Problem-Solving Responses, 277 Illustrations of Different Levels of Problem-Solving Responses, 278 Practice Problem-Solving Exercises: "How Do I Say 'I Know I Can Help You; This Is What You Need to Do Next?'", 284

Summary 299

References 300

NAME INDEX 301

SUBJECT INDEX 304