

## CORE CONDITIONS / BASIC SKILLS

### Core Conditions

Genuineness or Congruence: The counselor's responses are sincere and appropriate.

Empathy: The counselor understands the client's feeling and experiences within the client's frame of reference and communicates that understanding without judgment.

Positive Regard or Respect: The counselor communicates respect and concern for the client's feelings, experiences and potential, preserving the client's dignity without interjecting his/her own values.

Concreteness: The counselor assists the client in expressing her/his feelings and experiences in concrete and specific terms.

### Dimensions of Nonverbal Communication

As well as the verbal content of the discussions between counselor and client, the two are communicating to each other nonverbally through the following dimensions.

Time: parameters of session, amount of time spent on different topics

Body Language: posture, facial expressions, gestures, eye contact, touching

Voice: tone, rate of speech, loudness

Use of Environment: distance between client and counselor, arrangement of furniture, clothing

### Basic Communication Skills

Minimal verbal response: The counselor uses "umm hmm", "oh", "yes" to communicate to the client s/he is listening without interrupting the client's train of thought.

Probes: The counselor uses open-ended questions to solicit additional information about the client's, thoughts/feelings/behaviors.

Silence: The counselor can tolerate appropriate silences in facilitating client progress.

Paraphrase: Without changing the meaning, the counselor states in fewer words the content of what the client has previously said.

Reflection: From either verbal or nonverbal cues, the counselor accurately describes the client's affective state.

Summarization: The counselor combines two or more of the client's thoughts, feelings of behaviors into a general theme.

Clarification: The counselor has the client clarify vague or ambiguous thoughts, feelings or behaviors.

### Advanced Skills

Confrontation: The counselor highlights incongruities between the client's verbal and nonverbal communication or within the client's verbal communication.

Self-disclosure: The counselor briefly and appropriately discloses information about him/herself in a facilitative manner.

Immediacy: The counselor briefly and appropriately discloses his/her immediate reactions about the client to the client.