1.1 INTRODUCTION

Counseling and guidance, being an important profession in today’s world, has a lot to contribute to the society. It is an important service which caters to our daily living hassles and anxieties that are not of severe nature; nevertheless they create dissatisfaction, disharmony, and hamper the quality of our life. In this unit, you’ll learn about the concept of counseling and guidance. You will also learn about the counseling process and the skills that an effective counselor should have. Being in a profession requires one to conduct oneself in a professional manner. So, you will also learn about the ethical guidelines and multicultural counseling. Finally, the significance of guidance counselors in the changing India is highlighted.
1.2 OBJECTIVES

After studying this Unit, you’ll be able to:

• Define counseling and guidance;
• Distinguish between counseling, guidance and psychotherapy;
• Discuss the steps of counseling;
• Describe the skills of counseling;
• Explain the role of counselors in various settings; and
• Discuss the importance of ethics in counseling.

1.3 CONCEPT OF COUNSELING AND GUIDANCE

The terms Counseling and Guidance are used frequently in our day-to-day interactions; however, there is a need to be clear about their meaning, nature and scope when we use the terms in a professional way. Here, we can distinguish between informal and formal counseling and guidance. The former refers to counseling and guidance given to us by our parents, friends, teachers and the elderly whenever we are in any difficult situation or are depressed and frustrated, or want direction and suggestion. Here, based on their experience and expertise, they provide counseling and guidance to us. Whereas, formal counseling and guidance is provided by a person trained in counseling in a professional setting with an aim to enable the person to address his or her problems and difficulties. The goal of professional counseling and guidance is self direction, self realisation, self dependent, ultimately leading to becoming a fully functioning person. Counseling is thus a helping relationship which enables the person to help himself or herself.

The guidance counselor helps the person to understand his or her needs, interests, aptitudes, aspirations and goals on the one hand; and his/ her situation and role in the family, community and the society on the other hand; and then arrive at an appropriate decision, choice and action. Thus counseling and guidance helps us to make intelligent choices, decisions and plans. Counseling and guidance is not giving opinion, advice or providing instruction; nor it is influencing the other person’s beliefs and attitude. It is a professional relationship where the counselor listens to the client actively and helps him/ her to understand and/ or improve his/ her behaviour, character, values and life situation. It is a facilitative relationship that allows the client to explore possibilities and alternatives so that appropriate steps and decisions can be taken.

Counseling is both an art and science. It is both a process and an action. In order for the counseling to be effective, the process through which counseling takes place needs to be effective and fulfill certain conditions to create a proper therapeutic environment/ counseling climate so that the counseling goals can be reached. It is the ability to listen and respond in a way that will help others understand their situation, solve their own problems and realise their potentials. It is the art of helping others arrive at an appropriate and effective solution / decision by their own analysis of the situation and facts. This requires skillful use of counseling skills without an attempt to influence the values and beliefs of the client. At the same time, counseling needs to follow certain steps and
techniques in a systematic manner and there needs to be clear defining of roles and responsibilities of both counselor and client. The counseling process needs to be structured with time limits and role limits being clearly specified.

Let us discuss some definitions of counseling.

Biswało (1996) defines counseling as a process of helping an individual to accept and to use information so that he/ she can either solve his/ her present problem or cope with it successfully.

Webster’s Dictionary defines counseling as “consultation, mutual interchange of opinions, deliberating together.”

Gladding (1996) defines counseling as a relatively short term, interpersonal, theory based process of helping persons, who are basically psychologically healthy, to resolve developmental and situational problems. Thus counseling is different from psychotherapy and psychiatry that are concerned with severe mental disorders.

According to British Association for Counseling and Psychotherapy (2002), counseling takes place when a counselor sees a client in a private and confidential setting to explore a difficulty a client is having, distress that the client may be experiencing or perhaps the client’s dissatisfaction with life or loss of a sense or direction and purpose.

American Counseling Association (ACA) and Division 17 of the American Psychology Association have given three features of counseling and guidance:

- Client’s realistic acceptance of his/her own capacities, motivations and self-attitudes.
- Client’s achievement of a reasonable harmony with his/her social, economic and vocational environment.
- Society’s acceptance of individual differences and their implications for community, employment and marriage relations.

Pepinsky and Pepinsky point out that “counseling relationship refers to the interaction which (i) occurs between two individuals called ‘counselor’ and ‘client’, (ii), takes place within a professional setting and (iii) is initiated and maintained as a means of facilitating changes in the behaviour of the client. The counseling relationship develops from the interaction between two individuals, one a professionally trained worker and the other a person who seeks his services.”

All these definitions point at a few main things with regard to counseling:

- Counseling is a profession.
- It aims at establishing a professional relationship with the client to enable him/ her solve the problems.
- It has definite structure and steps.
- Counseling is theory based.
- Counseling deals with educational, personal, social and vocational concerns.
- Counseling addresses issues of persons who are considered to function within the normal range.
- Counseling enables clients to learn new ways of thinking, feeling and behaving.
- Counseling follows ethical guidelines.

1.3.1 **Differentiating Counseling, Guidance and Psychotherapy**

We often use the terms Counseling, Guidance and Psychotherapy interchangeably. However, there are differences among these terms when we are concerned about the professional meaning of the terms. Let us first see the difference between counseling and guidance. Guidance is a term used to denote the process of helping an individual to gain self understanding and self direction (self decision making) so that he/she can adjust maximally at home, schools or community environment (Biswaol, 1996). Guidance provides information, suggestion and direction for future action. Guidance can be described as pre-problem, i.e., before the problem occurs. However, counseling is post–problem, i.e., a problem has already occurred and counseling is provided to find a solution to the problem. Thus the functions of guidance and counseling can be described as below:

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<td>Educatice</td>
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Though information giving is also there in counseling, however, the major focus is on bringing about changes in personality and behaviour with an aim to solve the problem. Thus counseling is more remedial in nature with a goal to help the person deal with the conflicts and problems in life.

Counseling also differs from psychotherapy. Counseling is concerned with the normal day to day issues and problems of living, while psychotherapy deals with problems of severe nature that may have serious implications for living an effective balanced life. Psychotherapy thus involves long term relationship with the client and can be provided in both inpatient and outpatient settings. However, counseling is provided only in outpatient setting as it concerns mild problems of daily living. Psychotherapy focuses on the past and aims at bringing about insight. On the other hand, counseling focuses more on the present and aims at bringing about change in the behavior and personality of the client.

**Self Assessment Question 1**

1) Define Counselling.

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2) Differentiate between counselling and psychotherapy.

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3) What are the functions of guidance and counseling?

1.4 STEPS IN THE COUNSELING PROCESS

Counseling, being a profession, follows certain systematic steps to reach the counseling goals. The ultimate aim of the counseling is the well-being of the client. Towards this end, it is very important to create a therapeutic atmosphere in the counseling situation which will help create trust and confidence in the client, and encourage him/her to explore things from different perspectives.

Counseling is a process having a beginning, middle and end. It begins with establishing a relationship with the client and ends with terminating this relationship and following up to find out the effectiveness of counseling provided.

The counseling process can be described in five broad steps/stages which are cyclical in nature. The steps are as follows:

- Establishing rapport
- Understanding and Assessing the problem
- Goal setting
- Counseling Intervention Strategies
- Termination and Follow up

**Establishing rapport**: The first step in the counseling process is establishing rapport or relationship with the client. Since counseling is a helping relationship, the client needs to have trust and confidence in the counselor in the first place. To build this up, forming a proper rapport or relationship with the client is the crucial first step, which will enable the client to feel at ease and open up. The
success of rapport establishment determines the success of other counseling steps and achievement of counseling goals.

The counseling relationship is a special relationship in that it is not a social relationship, but a professional relationship in which the client and counselor together progress towards achieving counseling goals. This relationship is based on trust, empathy, genuineness, warmth, mutual understanding and confidentiality. This relationship building is a continuous process; however, this first step is important in laying the foundation for trust and confidence, and the hope for a solution. The client is also informed about the structure, roles and responsibilities of both the counselor and the client.

Assessment of the Problem: Once the relationship building is done, the next important step is to understand and assess the problem. Different counseling skills are required here to identify and understand the problem. The problem stated by the client may or may not be the real one, sometimes, the problem might be something else. As the client interacts with the counselor and opens up revealing his or her motives, intentions, expectations, belief systems, insecurities, ambitions and perceptions; the understanding about the problem becomes more clear. What appears to be the problem to the client initially may not be the actual problem. The counselor uses different techniques of assessment such as observation, initial interview, case history and use of psychological tests to help in the assessment of the problem.

Goal setting: Once the problem is clearly understood, the next step is to decide on the goals to tackle the problem. It should always be remembered that goals are set mutually. As Galileo said, “You cannot teach a man anything, you can just help him to find it within himself.” Counselors should establish goals for counseling in agreement with the client, only then the goals can be achieved. The client and counselor need to agree upon setting of the goals. Goals can be short term as well as long term goals. Goal setting serves various functions as described by Cormier and Hackney (1987) as follows:

- **Motivational function:** When clients are encouraged to specify the desired changes, they feel motivated to achieve those outcomes.
- **Educational function:** Clients begin to mentally rehearse new responses they can make to the situation once they decide upon the changes.
- **Evaluation function:** Goal setting helps to select appropriate strategies to achieve those goals. It also facilitates assessing the progress of the clients.
- **Clarification:** Goal setting helps clarify the main concerns and issues that need attention.

Intervention Strategies: The next step after setting of goals is to select the counseling techniques and strategies to be used for achieving those goals. Depending on the client’s nature and personality, and the feasibility, the strategies are decided. Here, it may be noted that if the strategies do not work out well, then both counselor and client go back to the previous steps and rework. It may be that the problem was not clearly understood or the goals were not properly set; so it is a cyclical process.

Termination and Follow Up: This is the last step of the counseling process which has its own significance. Counseling, being a relationship, has to be ended
in an appropriate and effective manner. The counselor needs to take care different issues such as, preparing the client for the termination beforehand; making the process of termination a gradual and smooth one, not an abrupt one; dealing with issue of client dependence on the counselor; overcoming resistance to termination; attending to any unresolved issues; indicating a follow up plan; and finally instilling confidence in the client that the client can handle the things on his/ her own now.

Thus broadly we can describe the counseling process in terms of three stages such as:

- Developing the counseling relationship
- Working in this relationship
- Terminating the counseling relationship

Throughout this process, the counselor needs to use various skills about which you will learn next.

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| 2)  How does establishing rapport in counseling help? |
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### 1.5 COUNSELING SETTING AND SKILLS OF COUNSELING

Counseling is a relationship marked by confidentiality. It is a situation where the client comes with his/her problems and difficulties and expects to learn how to deal with them. Hence the counselor should inspire trust, confidence in the client; and the counseling setting should make the client feel welcome and relaxed to be able to share things. The physical setting of the counseling room should exude warmth and comfort. It should be properly lighted with adequate ventilation. The room should be neatly arranged without any clutter. The place should also ensure confidentiality. The counselor should observe the following:
The success of the entire counseling process depends on the use of counseling skills by the counselor. Right from the beginning of building up rapport with the client till the termination of the counseling, the counselor needs to use various counseling skills in an effective manner.

The success of any counseling relationship depends on two main things:

- **Personal qualities of the counselor:** The counselor should have positive mental health, open-mindedness, genuine concern for fellow human beings, caring and understanding attitude, sensitivity and critical thinking. Thus self-awareness, awareness about others and understanding others are important personal qualities that will help the counselor become an effective counselor. The counselor should be clear about his/her attitudes, motives, beliefs and values. A helping attitude with sensitivity and empathy makes for the base of an effective counselor. The counselor should also have a sense of warmth and genuineness in helping others.

- **Professional qualities of the counselor:** Counseling is a profession and the counselor needs to acquire the professional qualities by undergoing proper education and training, learning the skills and competencies, and adhering to the counseling code of ethics. Proper academic training in counseling theory and skills is essential to be called as a counselor. Ethical guidelines need also to be followed to ensure a professional conduct during the process of counseling.

Both personal and professional qualities of counselors are important in creating a facilitating relationship and bringing about therapeutical change in the client.

### 1.5.1 Basic/Core Conditions of Counseling

There are certain basic or core conditions which are important for creating the therapeutic climate in which counseling will take place. In absence of this therapeutic atmosphere, counseling will not be effective. These core conditions are trust, acceptance, genuineness, unconditional positive regard and empathy. Let us discuss about these in detail.

i) **Trust:** The counselor aims at creating a trusting and safe environment for the client so that the latter feels assured enough to share his/her thoughts and feelings with the counselor. The client is in a state of anxiety and disturbed feelings, with a lack of confidence and trust. The foremost requirement in a counseling relationship is to build up trust in the client for the counselor and the counseling situation. This should be established in the first session itself. As clients perceive the counselor as trustworthy, they will take greater emotional risks of expressing their inner anxieties, worries, and fears.
ii) **Acceptance:** The client has come to the counseling situation feeling rejected, devalued and abandoned of his/ her perceptions, feelings and values. Counselor conveys to the client a sense of acceptance irrespective of the client’s views, behaviours and actions. The client is accepted as he/ she is, without any judgement or criticism. This conveys respect for the client as an individual. Trust and acceptance are the starting points in any counseling relationship.

iii) **Unconditional positive regard:** The counselor has positive regard or respect for the client which should not be base on any condition. The client is accepted and respected for what he/ she is. There are no conditions put on the relationship. The counselor accepts the client in total. Uncoditional positive regard communicates caring, worth and dignity to the client (Rogers, 1957). It is an attitude of valuing the client as a unique and worthwhile person (Cornier & Hackney, 1995). Being respected for without any conditions or judgements attached frees the individual and opens up possibilities of change within the individual.

iv) **Genuineness:** It refers to being genuine or real about who we are. The counselor comes across to the client as being a person who is genuinely interested in the client’s welfare. He/ she does not put up a mask or a façade. This is crucial to create trust in the relationship. The counselor also needs to be congruent with his/ her feelings; expressing his/ her feelings and attitudes at the moment. There is consistency in the counselor’s words, actions and feelings. Such transparency also encourages the client to get in touch with his/ her own real feelings.

v) **Empathy:** The counselor is able to show empathy towards the client by experiencing the client’s world as he/she experiences it. It communicates a real understanding of the client’s situation, thus fostering trust in the client.

The above are the key elements of a counseling relationship which leads to an effective counseling environment. According to Rogers (1957), unconditional positive regard, genuineness, congruence and empathy are the necessary and sufficient conditions for all good interpersonal relations and for all therapeutic change. These are also the basic skills for effective counseling.

### 1.5.2 Other Counseling Skills

There are various other counseling skills which are described as below:

i) **Attending skill:** Attending skills are important through the entire process of counseling; however, more so in the initial stages of counseling to create trust and acceptance. Attending skills also help in conveying genuineness and empathy. Attending means focusing on the client and concentrating on what he/ she is telling. Attentiveness can be both verbal and non verbal. Verbal attentiveness is conveyed through such phrases and prompts as, ‘yes’, ‘go on’, ‘uh..mm’ etc. Non-verbal attentiveness is conveyed through the counselor’s postures and gestures. The body language of the counselor should communicate genuine interest in the client. As shown in the figure below, non-verbal component contributes more to communication (Mehrabian, 1971) – only 7% of our communication is verbal, whereas 58% is gestures and 35% is voice tone.
ii) **Active listening:** Listening is much more than simply hearing and active listening means listening with real understanding and paying attention not only to the words but also to the client’s thoughts, behaviour and feelings. The counselor is not distracted and does not judge what the client is saying. This helps the client to feel understood and validated. This also reflects the client’s state of mind accurately.

Active listening or attentive listening is required through the entire process of counseling. It enables the counselor to respond back to the client in a way which makes communication between the client and counselor more open and effective. There are certain barriers to communication which the counselor needs to keep in mind.

**Barriers to communication:**

- Giving advice
- Offering solutions
- Preaching
- Judging or criticizing
- Praising and agreeing
- Reassuring
- Analysing

iii) **Paraphrasing and Reflection:** The counselor needs to listen to the client and respond appropriately. While responding, the counselor can focus on the content as well as the feeling of the client, that is, what the client says and how does he/ she feel. The skill to respond accurately to client’s thoughts and feelings enables the counselor to convey empathy. Paraphrasing focuses on the cognitive component of the client’s message, while reflection focuses on the affective component of the client’s message. It is not simply repeating back the client’s words. On the other hand, the counselor rephrases the client’s thoughts and feelings in a fresh way. This gives feedback to the client that the counselor is really trying to understand him/ her. This also helps the client to see things in a more focused way.

iv) **Self disclosure:** It refers to revealing things about oneself to others. Self disclosure helps the counselor come across as being genuine. It also enables the client to see things in a less severe way, that is, there are others with similar experience or situation. However, a bit of caution needs to be exercised with regard to the extent to which the counselor should self disclose.

v) **Immediacy:** The skill of immediacy helps the client and counselor become aware of the situation in counseling at the present moment. At times during the counseling process, there might be a feeling of no progress, or the client becoming indifferent etc.; in such situation, the counselor uses immediacy to focus on the feelings experienced by the client and the counselor at the
present moment. It conveys genuineness and tries to refocus on the goals of counseling.

vi) **Confrontation:** The counselor sometimes need to confront the client regarding his/ her potentials, defenses, discrepancies or distortions in his/ her behaviour. This will act as a challenge to the client encouraging him/ her to see things from a different angle.

vii) **Questioning:** The counselor uses open-ended questions and close-ended questions during the counseling interview. Open-ended questions are those which allow the client to elaborate and expand the things. Whereas, close-ended questions elicit single-word responses. Use of more open-ended questions helps the client to open up and express his/ her thoughts and feelings in an elaborate way. The counselor needs to make an appropriate use of open-ended and close-ended questions depending on the requirement of the counseling situation.

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<td>2) What are the personal qualities required of a counselor?</td>
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<td>3) Why does counselor need to have unconditional positive regard for the client?</td>
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5) Distinguish between open ended and close ended questions.

1.6 ASSESSMENT TECHNIQUES IN COUNSELING AND GUIDANCE

Counselor uses different assessment techniques as part of the counseling interview. The various methods of assessment are interview, observation, case study and psychological tests.

1.6.1 Interview

Interview is one of the most commonly used assessment tool. Counselors use interview method to help gather information about clients and clarify results of other assessments.

After establishing rapport, the counselor engages in what is called intake interview or history taking in which detailed history of the client both in the past and the present is collected. In addition to the background data of the client, the appearance and behavior of the client are also noted. History taking is the first important step to understand and analyse the problem. Data regarding different aspects of the client’s life is collected such as, information about the family, client’s educational history, medical history, work experience, social relationships, client’s behaviour, attitudes, values, coping strategies and strengths etc.

The counselor should keep note of the following aspects during the interview:

- **Verbal:** What is the client saying?
- **Para-verbal:** How is the client saying it? What is the tone, pace, words used, volume etc.
- **Non-verbal:** What are the postures and gestures of the client? What do they convey?
- **Situation:** Where is the interview conducted and for what purpose?

Interview can be structured, i.e., carefully planned and systematic which follows pre-determined steps and questions; whereas unstructured interview allows for flexibility, that is, the client can have more freedom in the topic and direction of the interview. Here, open questions are used more.

1.6.2 Observation

The counselor must be a keen observer who can get important information from observing the non-verbal behaviour of the client. The behaviours to be observed are,
• **Appearance:** is the client neatly dressed or clumsy; calm or composed?
• **Posture:** How does the client sit or stand?
• **Eye contact:** Does the client maintain eye contact?
• **Behaviour/Manner:** Is the client agitated, restless, anxious etc.?
• **Body language:** Do the gestures of the client convey anything?

The non-verbal cues are significant indicators of the affective or feeling aspects of the client. Behavioural observations may be used clinically such as to add to interview information or to assess results of treatment.

There are different types of observation method: (a) Naturalistic Observation, where behaviour is observed in its natural setting; (b) Participant Observation, where the observer is a participant, thus allowing an insider’s view of the situation; (c) Structured Observation, which controls the influence of external factors that may affect the behaviour; and (d) Unstructured Observation, which allows a broad spectrum of behaviour to be observed.

### 1.6.3 Case Study

Case study is used to study in depth or in detail a specific situation or a single person. The case study method originated in clinical medicine (the case history, i.e., the patient’s personal history – idiographic method). Case study uses a variety of methods such as questionnaires, interview, observations, diaries, psychological tests etc. to collect information about the client/case. Information is collected about the background data, educational record, medical history, job history, personal interest and characteristics, social relationship etc.

### 1.6.4 Psychological Tests

Psychological tests are objective and standardised measure of a sample of behaviour. Standardisation is the most important term here, which means the test is characterised by a uniform procedure of administration, scoring and interpretation. A good psychological test must be both reliable, i.e., give consistent results over time, across raters etc.; and valid, i.e., measure what it intends to measure. It should also have proper norms. The different types of psychological tests are tests of aptitude, attitude, interest, achievement, personality and intelligence. These tests may be verbal, non-verbal or performance tests; and administered individually and/or in the group.

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<th>Self Assessment Questions 4</th>
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<tr>
<td>1) Mention the important factors which the counselor need to take note of during a counseling interview?</td>
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2) What are the types of observation method?

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1.7 ROLE OF COUNSELING AND GUIDANCE PERSONNEL

Counseling and guidance personnel has significant role to play in varied settings ranging from educational set up to the workplace. The counselor serves a varied group of clientele with diverse needs. The role of counselor is always geared up to meeting the needs of the client and enable them to achieve their potential and goals. Counseling mainly aims at helping the client understand himself/ herself, explore and weigh the options, and decide the course of action. The goal of counseling mainly is to enable the client to overcome the immediate problem and also to equip them to meet future issues and problems. In this regard, counseling aims at three things: self awareness of the client, understanding the strengths and limitations, and finally bringing in change in the behaviour and personality of the client.

The role of counselor by and large remains the same for all types of counseling situations. However, there is a little difference in the role of the counselor in vocational counseling and personal counseling. In the former – educational and vocational counseling, the counselor is mainly concerned with factual information. The major task here is collection, organisation and dissemination of career related information. The counselor helps the client in becoming aware of one’s self and then making a proper decision regarding educational and vocational choices. However, in counseling clients with emotional and behavioural problems, the counselor aims at enabling the client to express his/ her feelings, understand the fears and anxieties, resources and weaknesses; and make intelligent choices, plans and decisions. Thus the overall emphasis of educational and vocational counseling is on cognitive aspect whereas counseling related to personal issues put emphasis on affective aspect.
The different settings in which counseling and guidance personnel can serve are described below.

### 1.7.1 Counseling in Schools

Counseling rendered in schools is called educational and vocational counseling. Counselors in schools play an important role in guiding our future generation in educational and vocational choice. As the child grows, he/she needs to be aware of his/her interests, strengths, limitations and values so that he/she can be aware of himself/herself and learn to take proper decisions and make good choices in life. The school counseling and guidance personnel works in collaboration and partnership with the school teachers, authorities, parents, educators, and community members to help the students adjust successfully to the school situation, achieve well and make a smooth transition to higher education and work field.

The counselor in the school plays a varied role ranging from counselor to consultant, and coordinator. He/she acts as an agent of orientation, assessment and prevention. The counselor provides orientation to the students to facilitate his/her life in the school. As an agent of assessment, the counselor assesses the students with regard to their abilities, skills, interests, attitude and aptitude so that proper guidance can be given for the future path. The counselor also has an important role to play in recognizing early warning signs, preventing school violence and promoting a safe school. The school mental health practices can be strengthened with the contribution of the school counseling and guidance personnel.

The role of a school counselor at the elementary school stage is as follows:

- Orienting the child with regard to the goals of the school;
- Finding out the early warning signs of future problems like learning difficulties, acting out behaviours like fights, impulsiveness, restlessness, obstinacy, moodiness, bullying, depression etc.

The role of the counselor at the secondary and higher secondary stage is as follows:

- Orienting the students with regard to the programs, policies and counseling activities of the school;
- Assessment of the students;
- Helping students’ academic achievement;
- Providing guidance and counseling high school and higher secondary stage;
- Counseling students about their personal development;
- Prepare the students’ for their work life later on.

### 1.7.2 Counseling Adolescents

Adolescence is a crucial stage in the growing stage of our children. Children in their later part of schooling have reached the adolescence stage. However, adolescence is such an important phase of life having great impact on the personal, social and emotional growth and development of the individual that counseling of adolescents has received special attention.
Adolescents are neither children nor adults. They are in a phase of transition from a carefree childhood to an independent responsible adulthood. They move from being part of a family group to being a part of the peer group and then standing on their own. In the process, they face uncertainties, insecurities and anxieties about their ownself, their relation to others, their future and their role in the society. Counselor provides the much needed counseling and guidance to the adolescents at this crucial juncture of their life.

Adolescents experience growth spurt and the associated biological and physiological changes. This also has an effect on their emotional and social life. Adolescents continually explore, challenge and change their perception and thinking about the way they view their world. The role of counselor is to understand this phase of life: the adolescents’ aspirations and inhibitions; their achievements and insecurities; and their sense of independence and need for affiliation also. A few points regarding adolescent counseling are as follows:

- Helping adolescents to become aware of themselves;
- Enabling them to understand peer pressure;
- Providing guidance about risk taking behaviour;
- Counseling them about issues of friendship and sexuality;
- Helping them to understand their goals and aspirations.

1.7.3 Counseling in Family

The role of counselors in family areas has become much more crucial in the recent times with advance in economy, communication and technology. Family values and relationships have undergone change which has an impact on each of the family members. Family is the main instrument in the socialisation of the child. It plays an important role in the growth and development of the individual. It shapes the attitudes and belief system of its members.

As an individual has a life span, similarly a family has a life cycle starting from courtship and marriage to empty nest and old age when children leave home and the couple is again on their own. Throughout this life cycle, demands are placed on the family by its’ members, tensions arise, expectations come up, arguments made, justifications given and rebellions are made. At the same time care, support, advice, guidance and encouragement are also given to its’ members by the family. A dynamic family system evolves with the changing times and contributes to the achievement and success of the members.

The role of the counselor is to help the members understand the family as a system. The counselor addresses the issues of family tension, guilt, blame and scapegoating, faulty communication, maladjustment and family expectations. The counselor helps the members conceptualise and experience their problems from a broader perspective. This creates open and clear interaction among family members, overcome family crisis and responding to the challenges effectively. The goal of a counselor is to change the family system to make it better and more effective.
### 1.8 MULTICULTURAL COUNSELING

Cultures have a significant influence on our life. We are surrounded by our culture everywhere and culture influences each and everything we do and think. Culture impacts our perceptions, thoughts, feelings and actions. Therefore, we need to be aware of the influence of our culture on our behaviour.

Multicultural counseling has gained ground recently, although cultures have been in existence since long. Multiculturalism essentially means respect for diversity. It may be noted here that all guidance and counseling situation can be termed multicultural as clients from various backgrounds and cultures come for counseling. Let us see the meaning of multiculturalism here. Most often, we think multicultural means belonging to different races and ethnicity. However, multicultural should also include gender, age, social class, religion, language etc. The clients by virtue of belonging to a particular gender, age or socio-economic status and class, bring their unique personal history and culture into the guidance and counseling situation. A counselor, sensitive to multicultural counseling, needs to take cognizance of these things. For example, we talked about the counseling setting in Section 1.5 earlier and it was mentioned that the counselor should face the client straight and should have proper eye contact. However, the space needs and space perceptions may vary depending on the client’s and counselor’s gender, their class or status etc. Similarly in some families, it may not be appropriate for a child to look straight in the eyes of the adult. So if the client is a child coming from such a family, he/ she may not maintain proper eye contact.

Hence, the role of counselor becomes more crucial from a multicultural perspective. Every counselor should be aware of the multiculturalism in counseling. A trained counselor should be aware of his/ her own cultural perceptions, stereotypes and beliefs, and how these colour his/ her thoughts and behaviour. The counselor should also respect the client’s cultural beliefs and interactions. Being sensitive to the cultural issues, helping the clients to see things
from alternate perspectives, recognizing the importance to have open dialogue about issues related to culture can maintain the respect and dignity of the client and make the counseling process more effective.

### Self Assessment Questions 6

1) What is the meaning of multicultural issues in counseling?

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### 1.9 ETHICS IN COUNSELING

Counseling as a profession follows certain ethical guidelines. Ethics help maintain professionalism and ensure the safety and benefit of the clients. Ethics refers to the professional values, principles and standards that govern the relationship between the counselor and the client. It outlines the professional responsibility of the counselor. Ethical standards serve the following purpose:

- Promotes the stability and dignity of the profession.
- Provides guidelines in case of disputes and malpractices.
- Ensures competent professional behaviour.
- Protects the client from any harm arising out of counseling.
- Protects the interests of both the client and the counselor.
- Promotes the welfare and wellbeing of the client.

Now let us see the ethical guidelines involved in counseling:

i) **Confidentiality:** The client needs to be ensured of the confidentiality of whatever the client expresses during the counseling process. Remember the first step of the Counseling process – rapport establishment. An important task of the counselor in this stage is to talk about confidentiality to the client. Being assured of confidentiality helps the client build trust on the counselor and encourages the client to share his/her troubled thoughts and feelings, worries and anxieties. However, there are limits to confidentiality. It refers to situations where the counselor can disclose the information shared by the client. In cases of threat to the life of the client or the counselor, and in cases of requirement by the law, the counselor can breach this confidentiality.

ii) **Beneficence:** It refers to acting in the interest of the client for his/her welfare. Beneficence refers to the client’s responsibility to do good for the client.

iii) **Nonmaleficence:** Nonmaleficence is the concept of not causing any harm to the client. It includes avoiding sexual, financial, emotional or any other form of client exploitation; avoiding incompetence or malpractice; not providing services when unfit to do so due to illness, personal
Counselling and Guidance

Counseling deals with human beings who are in distress and problem and come to the counselor for help, support and guidance. Hence counselors have a high ethical responsibility to provide counseling in a very professional manner, maintaining the trust and protection of the client, and delivering in an effective way for the betterment of the client.

Self Assessment Question 7
1) What are the purposes served by ethical standards?

2) What is the importance of confidentiality in counseling?

3) Define Nonmaleficence.

1.10 COUNSELING IN CHANGING INDIA

Counseling in India is of ancient origin. The first counselor was Lord Krishna himself and the Bhagawad Gita embodies the finest principles of counseling for all time to come. Indian tradition has considered parents and teachers as the counselor. They are held in high esteem having the capability to provide counseling to the young generation. However, with globalisation and economic changes, the youth looks to alternative sources for getting information and guidance, e.g., the internet. Rapid developments in information and communication technology, urbanisation and industrialisation have placed new and unique demands on the individuals. The new age Indian today is confused, unsure, lacks direction and indecisive. At the same time, he/she has vision, will power, belief
in himself/herself, and the desire to do something. In such a scenario, the role of
counselor has become very crucial. Society is changing; along with this, attitudes,
apaspirations and values of the individuals are also changing. For example, attitudes
of the society towards women climbing up the ladder of work hierarchy and
getting success is becoming comfortable. The counselor has to rise to the occasion
in this changing India and sustain the confidence of the individuals in the
counseling service.

1.11 LET US SUM UP

In this Unit you learned about the meaning of counseling and differentiated it
form guidance and psychotherapy. The five main steps/stages in the counseling
process were described. You also learned about how should be the physical setting
of a counseling situation and the skills which an effective counselor should
possess. You came to know about the role of counselors in various settings and
the importance of being sensitive to multicultural issues in counseling. Finally
you became aware about the ethics in counseling.

1.12 ANSWERS TO SELF ASSESSMENT
QUESTIONS

Self Assessment Questions 1

1) According to Pepinsky and Pepinsky counseling is “a relationship which
refers to the interaction that (i) occurs between two individuals called
‘counselor’ and ‘client’, (ii), takes place within a professional setting and
(iii) is initiated and maintained as a means of facilitating changes in the
behaviour of the client. The counseling relationship develops from the
interaction between two individuals, one a professionally trained worker
and the other a person who seeks his services.”

2) Counselling and Psychotherapy can be differentiated as follows:

<table>
<thead>
<tr>
<th><strong>Counselling</strong></th>
<th><strong>Psychotherapy</strong></th>
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<tr>
<td>• Counseling is concerned with the normal day to day issues and problems of living.</td>
<td>• Psychotherapy deals with problems of severe nature that may have serious implications for living an effective balanced.</td>
</tr>
<tr>
<td>• Counseling is provided only in outpatient setting as it concerns mild problems of daily living.</td>
<td>• Psychotherapy thus involves long term relationship with the client and can be provided in both inpatient and outpatient settings life.</td>
</tr>
<tr>
<td>• Counseling focuses more on the present and aims at bringing about change in the behaviour and personality of the client.</td>
<td>• Psychotherapy focuses on the past and aims at bringing about insight.</td>
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3) Functions of Guidance are Informative, Educative, Orientational and Developmental; whereas the functions of counseling are Remedial, Problem Solving and Change oriented.
Self Assessment Questions 2

1) Goal setting is important in counseling as it serves the following functions: motivational, educational, evaluation and clarification.

2) Establishing rapport in counseling helps the client to build up trust and confidence in the counselor.

Self Assessment Questions 3

1) SOLER stands for Sit squarely, Open posture, Leaning forward, Eye contact and Relaxing manner.

2) The personal qualities required of a counselor include open mindedness, genuineness, caring, sensitivity and critical thinking.

3) The counselor needs to have unconditional positive regard for the client as it conveys caring, worth and dignity to the client.

4) Attending skill is paying attention to both verbal and non-verbal aspects of the communication of the client.

5) Open-ended questions are those which allow the client to elaborate and expand the things. Whereas, close-ended questions elicit single-word responses.

Self Assessment Questions 4

1) The counselor should keep note of the following aspects during the interview:
   - **Verbal:** What is the client saying?
   - **Para-verbal:** How is the client saying it? What is the tone, pace, words used, volume etc.
   - **Non-verbal:** What are the postures and gestures of the client? What do they convey?
   - **Situation:** Where is the interview conducted and for what purpose?

2) The types of observation method are naturalistic, participant, structured and unstructured observation methods.

3) Psychological tests measure aptitude, attitude, interest, achievement, personality and intelligence.

Self Assessment Questions 5

1) The counselor addresses the issues of family tension, guilt, blame and scapegoating, faulty communication, maladjustment and family expectations. The role of the counselor is to help the members understand the family as a system to make it better and more effective.

2) The functions of the counselor at the secondary and higher secondary stage is as follows:
   - Orienting the students with regard to the programs, policies and counseling activities of the school.
Psychological Therapies

- Assessment of the students.
- Helping students’ academic achievement.
- Providing guidance and counseling high school and higher secondary stage.
- Counseling students about their personal development.
- Prepare the students’ for their work life later on.

**Self Assessment Questions 6**

1) Multicultural issues in counseling refer to diversity of the individuals to whom counselling is provided. This diversity is not only in terms of race and ethnicity, but also age, gender, social class and status etc.

**Self Assessment Questions 7**

1) The following purpose is served by ethical standards:
   - Promotes the stability and dignity of the profession.
   - Provides guidelines in case of disputes and malpractices.
   - Ensures competent professional behaviour.
   - Protects the client from any harm arising out of counseling.
   - Protects the interests of both the client and the counselor.
   - Promotes the welfare and wellbeing of the client.

2) Confidentiality in counseling helps the client to have trust on the counselor and encourages the client to share his/ her troubled thoughts and feelings, worries and anxieties.

3) Nonmaleficence is the concept of not causing any harm to the client. It includes avoiding sexual, financial and emotional or any other form of client exploitation; avoiding incompetence or malpractice; not providing services when unfit to do so due to illness, personal circumstances or intoxication.

### 1.13 UNIT END QUESTIONS

1) Counseling is both an art and science. Explain.
2) Describe the various steps in the counseling process.
3) Explain the importance of the core conditions of counseling.
4) Describe the role of counselors in adolescent counseling.
5) Why is multicultural counseling crucial?
6) Counseling has become the need of the hour in the changing Indian society. Justify.

### 1.14 REFERENCES


### 1.15 SUGGESTED READINGS


