

# Using Counseling Skills to Build Resilience, Motivation & Engagement

Commonwealth Workforce Coalition  
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# Using Counseling Skills

- Take a breath...
  - What happened?
  - A metaphor for what we will do here and what we do with our clients
- What brings you to this work?

# Using Counseling Skills

- **Overview**

- Focus for today: using counseling techniques to foster growth and change
- Counseling Concepts & Models
- Career Development Process Overview
- Counseling Interventions
- Exercise & Resources

# Using Counseling Skills

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- **Maintaining Boundaries**
- **Evaluating Realistic Options**
- **Motivating Clients**
- **Understanding Possibility**
- **Engendering Hope**

# Using Counseling Skills

- **The Helping Relationship**
  - **5 Steps**
    - Relationship building
    - Assessment
    - Goal Setting
    - Intervention
    - Termination and follow-up

# The Helping Relationship

- **Relationship Building**
  - Trust
  - Rapport
  - Open-Mindedness
  - Empathy

# The Helping Relationship

- **Assessment**

- Imagining (visualizing)
- Identifying Skills
- Clarifying Values
- Exploring Interests
- Assessing Abilities

# The Helping Relationship

- **Goal Setting**
  - **S** - specific
  - **M** - measurable
  - **A** - achievable
  - **R** - realistic
  - **T** - timely

# The Helping Relationship

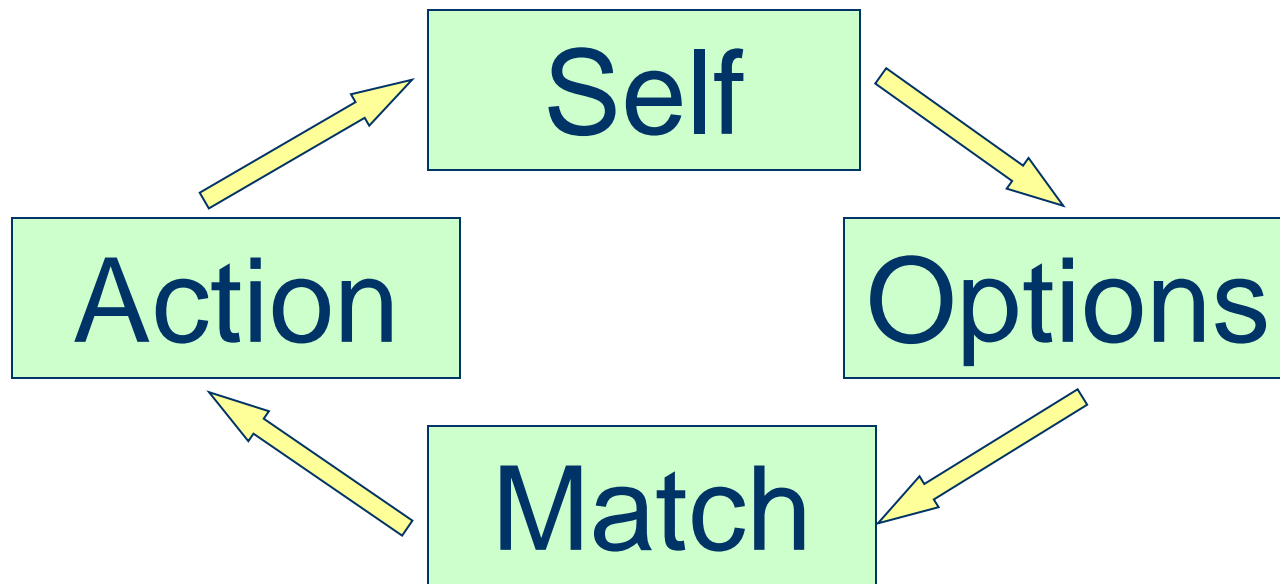
- **Intervention**

- Assessing Readiness
- Role Playing
- Information Giving
- Challenging Assumptions
- Identifying Road Blocks

# The Helping Relationship

- **Termination**
  - Review
  - Articulate future plans
  - Follow-up

# Career Development Model



# Career Development Model

- **Self (Reflection)**

- Includes:

- Roles
- Values
- Aptitudes
- Environments
- Interest
- Skills
- Personal Style
- Priorities

# Career Development Model

- **Options (Exploration)**

- Includes:

- Research on occupations, industries and labor market
- Job shadowing
- Volunteer or part-time work
- Informational interviews
- Written materials, the internet

# Career Development Model

- **Match (Decision-Making)**
  - Includes:
    - Identifying and evaluating possibilities
    - Exploring alternatives
    - Choosing options – long and short-term
    - Goal Setting

# Career Development Model

- **Action (Strategy)**

- Includes:

- Building in support, accountability and rewards
- Networking
- Resumes, Cover Letters, Interviews
- Negotiating Employment

# Considering Context

- Gender
- Family
- Racial/Ethnic
- Dominant Culture
  - Rosie Bingham, 2007

# Five Good Things

- Sense of zest or well-being
- Ability to take action
- Increase knowledge of self and other
- Increased sense of worth
- Desire for more connection

- Jean Baker Miller

# Listen Poem

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