**CNL-515: Counseling Skills Scale**

**Week 3 Video Assignment 1**

**Part One:**

**Directions:** Reflect on the recorded “session” and evaluate yourself by completing the table below**.** Record the overall rating in the “Total Score” column on the left at the end of the document. Include comments in each skill area as needed to help justify the rating.

Locate the recorded Zoom session and add the Zoom link from the session here:

[https://1drv.ms/u/s!Ah0pcWr2kkLm9n7l6WEnGFiEm-gl?e=SUi8UX](https://1drv.ms/u/s%21Ah0pcWr2kkLm9n7l6WEnGFiEm-gl?e=SUi8UX)

1. **Session Management**

| **Skills** | **1****Strongly Disagree** | **2****Disagree** | **3****Somewhat** | **4****Agree** | **5****Strongly****Agree** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| Ability to effectively review informed consent with client. |  |  |  |  | X | I emailed and reviewed the informed consent forms with the client prior to beginning the session. |
| Ability to establish rapport with client.  |  |  |  | X |  | I introduced myself and welcomed the client to make her feel more comfortable before the start of the session. I made facial/eye contact. My body language was receptive. Appropriate nods and smiles.  |
| Ability to open and close session effectively.  |  |  |  | X |  |  I closed with another session scheduled. I believe this was helpful because it told the client what would happen next.  |
| Ability to provide timely warning towards the end of the session.  |  |  | X |  |  | It may have been helpful to tell the client how much time was left before ending the session. Something like, “ we have about five minutes before our session ends. Is there anything else you would like to share before we end”  |

1. **Attending Skills**

| **Skills** | **1****Strongly Disagree** | **2****Disagree** | **3****Somewhat** | **4****Agree** | **5****Strongly****Agree** | **Comments** |
| --- | --- | --- | --- | --- | --- | --- |
| Ability to engage in appropriate eye contact |  |  |  |  | X | I maintained eye contact. |
| Ability to use nonverbals *(face client, open posture, nodding head, leaning in, and relax posture)*  |  |  |  |  | X | I expressed head nodding to show the client I was listening and following her. I seemed to be very attentive.  |
| Ability to reflect client feelings*Try using the format (You feel \_\_\_\_\_ because \_\_\_\_\_) to capture the feeling word and the possible reasons for the feeling. Phrase this tentatively so that clients can reject or modify your reflection if it is not correct.* |  |  |  | X |  | I used the words “you feel” several times. Would it be okay to ask, “How did that make you feel?” For example when the client said her sister said she had menopause. |
| Ability to reflect meaning*(This looks like a paraphrase but goes beyond what the client says to include their meaning, values, and goals.)* |  |  |  |  | X | Yes. I demonstrated active listening by repeating the clients words and asking a question along the same lines.  |
| Ability to reflect content*(This is a paraphrase of what the client said.)* |  |  |  |  | X | Yes. I affirmed the clients thoughts about depression without confirming it.  |
| Ability to use open-ended questions  |  |  |  |  | X | I rarely asked questions that allowed the client to answer, yes or no without providing clarity. |
| Ability to paraphrase |  |  | X |  |  | I can become stronger in this area. It was hard to recall what the client said prior to providing a paraphrase at some points in the conversation |
| Ability to summarize  |  | X |  |  |  | I forgot to summarize or ask the client to summarize our session before we closed.  |

**Total Score: ­­­\_\_50\_\_\_**

**Part Two:**

**Comments/Reflection:** Take a moment to discuss your experience, areas you feel you did well, and areas you feel you could improve. *It is mandatory to discuss both areas.*

Before the session, I was nervous because my volunteer and I did not discuss her presenting issue.

I noticed when I reviewed the video that I said umm several times. I started to count each instance, and I stopped counting at 22. This is an indication that I’m thinking too much. I believe I did well in areas of empathetic listening.

I demonstrated this verbally and nonverbally by asking questions to understand the client’s problem and showing I was engaged by eye contact, head nodding, and an occasional "I understand" statement. Areas I wish to improve are being mindful of asking too many questions and reflecting more throughout the conversation. Also, limit or eliminate saying “umm” while speaking to the client, as this can be a distraction**.**