



CNL-515: Topic 3 Counseling Skills Reflection and Recording Link Submission

Part Two: Skills Reflection

Directions: Reflect on the recorded “session” and evaluate yourself by completing the table below. The goal of this reflection is to assess your strengths and opportunities for growth in each of the skill areas. Include comments in each area to show the quality of your skill demonstration. Your reflection is for your benefit, and the rating you give yourself does not equate to a grade.

On a scale of 0-10, with 0 being not attempted and 10 being exceptional, scale the quality of your skill demonstration below.

1. Session Management

Skills	Rating 0-10	Comments
Ability to effectively review informed consent with the client.	8	I covered confidentiality and informed consent with the client, as stated in our assignment instructions.
Ability to welcome and establish rapport with the client.	8	I spent time welcoming the client and asking her questions about her sleep quality, eating habits, career, support network, and hobbies.
Ability to open and close sessions effectively.	8	I opened and closed the session in a way that helped the client talk openly and leave with a sense of accomplishment.
Ability to provide a timely warning towards the end of the session.	8	Yes, revisited something the client said to reframe it and assess how the client understood and received the topic.

2. Attending Skills

Skills	Rating 0-10	Comments
Ability to engage in appropriate eye contact.	8	I was able to keep my eyes appropriately focused on the client without making her uncomfortable.
Ability to use SOLER	8	I did a good job of facing her, nodding, leaning in, and hopefully looking relaxed.

Skills	Rating 0-10	Comments
<i>(Face client, open posture, nodding head, leaning in, and relaxed posture).</i>		
Ability to validate the client's experience.	8	I felt sad when the client was telling me about her situation at work, like that gnawing feeling of being rejected repeatedly. I hope she sensed that I understood when I spoke and with my facial expressions.
Ability to reflect content through paraphrase.	8	I was able to paraphrase the things she said about feeling overwhelmed and not fitting in at work.
Ability to use nonverbal empathic listening (<i>minimal encouragers, empathy in facial expressions, and nods</i>).	8	I encouraged her to speak and made her feel comfortable with my facial expressions and nods.
Ability to demonstrate verbal empathy.	8	I demonstrated verbal empathy, but I was careful not to overdo it and sound like I was pitying her.
Ability to reflect feelings. <i>Try using the format (You said you feel ____ when ____ . Is that right?) Phrase this tentatively so clients can reject or modify your reflection if it is incorrect.</i>	8	I was able to do this more than once with her description of getting too much work and feeling left out. I mentioned that she might feel frustrated and overwhelmed. I also said that when she didn't fit in with colleagues who had been there for years, she might have been able to accept that to some degree, but when newcomers were fitting in just fine, it was probably painful and harder to accept.
Ability to use open-ended questions, including scaling, onset, frequency, duration, and intensity.	8	I asked open-ended questions like, "What are some ways you decompress?" "What kind of relationships do you want for your work environment?" "Who can you go to for help with work?"
Ability to identify the unmet needs of the client.	8	The client needs to feel like she has a purpose at work, not just to be an overworked outsider. She needs specific, work-appropriate goals for her tasks and the ability to achieve them. She needs to feel respected and like she belongs at work.
Ability to demonstrate reframing.	2	I didn't reframe at all.

Skills	Rating 0-10	Comments
Ability to reveal resilience in the client and/or identify ways to increase resilience with the client.	8	I told her how strong and committed she is.
Ability to introduce coping skills and/or regulation skills in session that the client can continue to practice outside of session.	8	I asked the client about her support network, hobbies, and ways she can decompress.
Ability to summarize the session and check in with the client for session progress.	8	I summarized and asked the client to come back.
Ability to include relevant homework/coping skills.	8	I asked about the client's job description and what she would like to accomplish. I suggested the client make goals and implement them within her job description as a first step.

Part Three: Summary

Take a moment to discuss your experience, areas you feel you did well, and areas you feel you could improve.

I opened the session by introducing myself and reviewing the limits to confidentiality. The client seemed comfortable. We were able to take a few minutes for a lighthearted discussion before asking why she came to see me. I was able to tell the client when we were near the end of the session, and then I told her how strong and resilient she is for continuing to go to work even when she doesn't feel welcome. I gave her an assignment to do before our next session. I did a good job of focusing on her, and I was able to reflect what she told me and to paraphrase, but I felt rushed. The client might not feel she belongs anywhere else either. If we had more time, I might have been able to explore that by nudging her with more open-ended questions. Although it was a 'mock' session, I could hear pain in the client's voice and see it in her facial expressions. I was interested and engaged. If this were a full session, I would have left feeling like I wasn't of any service to her. I hope that, with time and practice, I will get better at serving my clients so that, when they leave our sessions, they will feel seen and heard.