


# 1 Corporate culture

## 1.6 Case study Counselling

### Discussion

1 What kind of personal problems can interns or employees experience when working abroad? With a partner, brainstorm a list.

### Listening for detail

2  1:09 Listen to an extract from a lecture on counselling skills and complete the handout.

#### COUNSELLING

Counselling = helping someone \_\_\_\_\_ a personal problem using their own \_\_\_\_\_

#### COUNSELLING SKILLS

- |                                       |                                     |   |   |
|---------------------------------------|-------------------------------------|---|---|
| <input type="checkbox"/> listening    | <input type="checkbox"/> helping    | <input type="checkbox"/> assisting          | <input type="checkbox"/> solving (for them) |
| <input type="checkbox"/> manipulating | <input type="checkbox"/> persuading | <input type="checkbox"/> exploring problems |   |
| <input type="checkbox"/> talking      | <input type="checkbox"/> telling    | <input type="checkbox"/> reassuring         |   |

#### THE THREE PHASES OF COUNSELLING

Phase one = \_\_\_\_\_ Phase two = \_\_\_\_\_ Phase three = \_\_\_\_\_

3 With a partner, describe a situation when you helped someone with a problem, or when someone helped you. Did your experience correspond to what you heard in the lecture?

### Counselling language

4 Match each phrase in the box to a counselling skill on the second handout below.

How did you feel? Why not start by *-ing ...*? What's your first priority?  
You were *surprised*? What would happen if (+ *past tense*)? Right.  
So, to sum up, ... So you're saying that ...? What are the options?

#### COUNSELLING SKILLS CHECKLIST

Counselling skill	Description of skill	Useful phrases or body language
1 Asking open questions	Ask <i>who, why, what, where, how, etc.</i> to get them talking about the issues.	
2 Paraphrasing	Clarify your understanding by rephrasing what they said, and feed it back to them.	
3 Paying attention	Use positive body language to show that you are really listening.	look person in the eye, smile, nod head
4 Encouraging	Show you're interested by nodding and saying <i>Uh-huh, Mmm, Yeah, I see</i> , etc.	
5 Echoing	Encourage them to tell you more about a topic by repeating a key phrase or word.	
6 Summarizing	Show you have understood all they said by pulling it all together in two sentences.	
7 Establishing options	Get ideas from them on possible alternatives to resolve the problem.	
8 Asking hypothetical questions	Encourage the problem holder to think through the implications of their suggestions.	
9 Prioritizing	Establish which of the possible options the problem holder chooses to tackle first.	
10 Action-planning	Suggest a clear first step they can take to help them manage their problem.	

5 Add one more phrase of your own to each counselling skill in the handout in 4.

**Internet research**

Find out more about living and working in either Japan, the UK or the USA.

**Roleplay**

**6** Work in groups of three. Take turns being the problem holder, the counsellor and the observer.

**Problem holder**

Problem holder A: turn to page 110.

Problem holder B: turn to page 114.

Problem holder C: turn to page 116.

Use the information given to respond to the counsellor.

**Counsellor**

Guide the problem holder through the three phases of counselling in 2. Use the counselling skills in the checklist in 4 to help the problem holder find solutions to their problems.

**Observer**

Observe the counselling session and take notes. Use the checklist in 4 to note which counselling skills the counsellor uses and how well they use them. At the end of the session, give the counsellor feedback to help them improve their skills.

**Writing**

**7** Work with a partner. You are on a placement in a foreign country.

- 1 Write an email to your partner explaining the problems you are having.
- 2 Exchange emails with your partner. Write a reply, giving your advice. Use some of the expressions in the box to show that you understand your partner's problems and to encourage them to think positively.

I can see exactly what you mean about ...    It can't be easy to ... when / if you ...  
 You must be feeling very ...    I know just how you feel.    It's perfectly normal to feel that way.  
 You have to keep things in perspective.    I'm confident you'll be able to find a solution.  
 I'm sure you'll bounce back.

