

Counsellor:		Date:	Session No.
Observer:		Client:	
Skill	Good	Satis.	Unsatis.
<b>Beginning the session</b>			
Greets and seats the client appropriately			
Makes appropriate introductory conversation (non therapeutic conversation)			
Introduces self and role			
Assures client of confidentiality and limits to confidentiality (and other			
Establishes reason(s) for engaging in counselling			
<b>During the session</b>			
Facilitates client's goals of counselling			
Clearly and comfortably moves from introductory conversation to therapeutic conversation			
Demonstrates genuine curiosity re client's life and world			
Expresses empathy, caring, interest and acceptance by words and gestures			
Facilitates client's view of problem and/or progress			
Provides information in an appropriate manner			
Acknowledges clients accomplishments, progress and challenges – strengths approach			
Appears authentic			
Appears confident			
<b>Attending</b>			
<b>Contextual:</b> Prepares the space (chairs, water, tissues, distractions)			
<b>Postural:</b> Positioning self in a way that maximises the therapeutic outcomes throughout the session			
Uses non-verbal cues to encourage continuation			
<b>Psychological:</b> Mental preparation			
Counsellor 'mentally present' with the client			
Maintains that mental presence throughout the session			
<b>Observing:</b>			
General demeanour, behaviour, appearance, phrases, vocabulary			
<b>Listening:</b>			
Reduces barriers to listening and being present			
Quality of listening - attentive			
Uses open questions where appropriate			
Uses closed questions for clarity and closure			
Repeats the use of the client's words and phrases			
Does not make assumptions			
Summarises appropriately			
Uses minimal encouragers eg nodding, yes etc			
<b>Responding:</b>			
<u>Response 1:</u> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Client Receptivity:			
1.0    1.5    2.0    2.5    3.0			
<u>Response 2:</u> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Client Receptivity:			
1.0    1.5    2.0    2.5    3.0			
<u>Response 3:</u> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Client Receptivity:			
1.0    1.5    2.0    2.5    3.0			
<u>Response 4:</u> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Client Receptivity:			
1.0    1.5    2.0    2.5    3.0			

<p><u>Response 5:</u>    <input type="checkbox"/>    <input type="checkbox"/>    <input type="checkbox"/>    <input type="checkbox"/>    <input type="checkbox"/>    Client Receptivity:</p> <p>                  1.0    1.5    2.0    2.5    3.0</p>			
<p><u>Response 6:</u>    <input type="checkbox"/>    <input type="checkbox"/>    <input type="checkbox"/>    <input type="checkbox"/>    <input type="checkbox"/>    Client Receptivity:</p> <p>                  1.0    1.5    2.0    2.5    3.0</p>			
<p><u>Response 7:</u>    <input type="checkbox"/>    <input type="checkbox"/>    <input type="checkbox"/>    <input type="checkbox"/>    <input type="checkbox"/>    Client Receptivity:</p> <p>                  1.0    1.5    2.0    2.5    3.0</p>			
<p><u>Response 8:</u>    <input type="checkbox"/>    <input type="checkbox"/>    <input type="checkbox"/>    <input type="checkbox"/>    <input type="checkbox"/>    Client Receptivity:</p> <p>                  1.0    1.5    2.0    2.5    3.0</p>			
<p><b>Personalising:</b> Effectively Confronts/Challenges the Client Counsellor confronts at an appropriate time Counsellor facilitates the personalising of:</p> <ul style="list-style-type: none"> <li>• Meaning</li> <li>• Problem</li> <li>• New Feeling</li> <li>• Goal</li> </ul>			
<p><b>Additional Influencing Skills are used appropriately:</b></p> <ul style="list-style-type: none"> <li>• Reframing</li> <li>• Summarising</li> <li>• Questions</li> <li>• Probes</li> <li>• Silence</li> <li>• Highlighting choices and strengths</li> <li>• Immediacy</li> <li>• Logical consequences</li> <li>• Disclosure; self and otherwise</li> <li>• Information/advice/opinion/suggestions</li> </ul>			
<p><b>Initiative and action:</b> Counsellor facilitates initiative and action:</p> <ul style="list-style-type: none"> <li>• At an appropriate time for the client</li> <li>• Appropriately re the S.M.A.R.T. criteria</li> </ul>			
<p><b>Counselling session is Structured appropriately</b></p>			
<p><b>Overall session summary and appraisal</b></p>			

**Carkhuff: 1.0** Comments that deny or negate client    **1.5** Q or suggestions to client relating to Information only  
**2.0** Summary of information only    **2.5** Reflecting feeling only    **3.0** Reflecting feeling & meaning (reason for feeling)

**Client Receptivity: 1** –Therapist’s response ‘really hits the mark’ and generates enthusiasm and depth from client;  
**2** – Therapist’s response is generally accepted by the client; **3** – Therapist’s response is minimally accepted by the client with some clarification; **4** – Client rejects therapist’s response due to content or timing