<table>
<thead>
<tr>
<th>Counsellor:</th>
<th>Date:</th>
<th>Session No.</th>
<th>Observer:</th>
<th>Client:</th>
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### Skill

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#### Beginning the session
- 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

#### During the session
- 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

#### Attending

**Contextual:** Prepares the space (chairs, water, tissues, distractions)
- Postural: Positioning self in a way that maximises the therapeutic outcomes throughout the session
- Uses non-verbal cues to encourage continuation

**Psychological:** Mental preparation
- Counsellor ‘mentally present’ with the client
- Maintains that mental presence throughout the session

#### Observing:
- General demeanour, behaviour, appearance, phrases, vocabulary

#### Listening:
- 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

#### Responding:

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<th>Response 1</th>
<th>Response 2</th>
<th>Response 3</th>
<th>Response 4</th>
<th>Client Receptivity:</th>
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**Personalising:**
Effectively Confronts/Challenges the Client
Counsellor confronts at an appropriate time
Counsellor facilitates the personalising of:
- Meaning
- Problem
- New Feeling
- Goal

**Additional Influencing Skills are used appropriately:**
- Reframing
- Summarising
- Questions
- Probes
- Silence
- Highlighting choices and strengths
- Immediacy
- Logical consequences
- Disclosure; self and otherwise
- Information/advice/opinion/suggestions

**Initiative and action:**
Counsellor facilitates initiative and action:
- At an appropriate time for the client
- Appropriately re the S.M.A.R.T. criteria

**Counselling session is structured appropriately**
- Creates a relevant context for process work
- Effectively introduces TP technique
- Conducts TP process accurately
- Conducts TP process effectively
- Stewards client’s return to OWS
- Facilitate/debrief resources/learning gained
- Integrate/ground the learning with the client (Creates ritual processes that support new insights)

**Overall session summary and appraisal**

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**Response 5:**
1.0 1.5 2.0 2.5 3.0  
Client Receptivity:

**Response 6:**
1.0 1.5 2.0 2.5 3.0  
Client Receptivity:

**Response 7:**
1.0 1.5 2.0 2.5 3.0  
Client Receptivity:

**Response 8:**
1.0 1.5 2.0 2.5 3.0  
Client Receptivity:

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**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