

Chapter 10 SUPPORTIVE COUNSELING

Supportive Counseling is crucial in building positive therapeutic relationships with residents. The use of Supportive Counseling techniques assist in resolving conflicts, supporting individuals through crisis situations, daily stressors, and in skill development training. Effective use of Supportive Counseling techniques will promote respect and dignity and aid in resident's recovery.

TECHNIQUES/DEFINITIONS

Policy: STEL employees will provide counseling services as needed and requested within a professional context, utilizing recommended therapeutic techniques only, including but not limited to, Psychiatric Rehabilitation counseling.

Purpose: To provide appropriate support during acute phases of the mental illness, significant stressful events, common stressors of daily living, during rehabilitative service delivery, and whenever the individual circumstances calls for it. To assist in the development of a therapeutic bond between professional and resident.

Procedure: It is essential to recognize each residents individual needs as they apply to each unique situation when determining the preferred intervention. The following are recommended therapeutic techniques:

1. Orienting: Giving information about activities ahead. (Example: explanation of the purpose of an activity, roles of individuals involved, etc.)
2. Discriminating Closeness Needs: Distinguishing whether another person needs and wants to be physically, emotionally, intellectually, and/or spiritually close to you.
3. Requesting Information: Asking open-ended questions that encourage the resident to talk about a particular topic.
4. Demonstrating Understanding: Capturing in words what the person is feeling and/or thinking and describing accurately his/her needs, experiences, and/or beliefs.
5. Disagreeing: Presenting the discrepancies between your perspective and the resident's perspective.
6. Self-Disclosing: Sharing your ideas, beliefs, and/or experiences with another person. (Self-disclosure should be used infrequently and only when it benefits the resident i.e. to normalize a situation for the resident.)
7. Critiquing Progress: Leading the resident through an assessment of his/her skill performance and future learning needs.
8. Giving Direction: Telling someone what to do when they are otherwise unable to make appropriate and/or healthy decision for themselves.
9. Encouraging Participation: Getting the resident involved in activities.
10. Inspiring: Arousing a sense of positive personal purpose.
11. Active Listening: Ability to attend, listen, perceive, and respond to someone.

12. Partializing: Reducing the problem into smaller components and addressing each component individually.
13. Limit Setting: Identifying mutually agreed upon boundaries between the resident and staff.
14. Focusing/refocusing: Assisting the resident to remain as an active participant in the performance of the task at hand.

