

COUNSELLOR : QUALIFICATIONS
AND QUALITIES(INCLUDING SKILLS
FOR LISTENING, QUESTIONING,
RESPONDING, COMMUNICATING)

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**QUALIFICATION
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OF
COUNSELLOR**

A) PERSONALITY TRAITS :-

According to WALTER B. JONES, the counsellor should have the following five personality traits :-

- ❑ Should be interested in various types of people, jobs and organizations.
- ❑ Should cooperate with all the staff in a cheerful manner.
- ❑ Should not be over- confident,
- ❑ Should be modest and humble towards the pupils.
- ❑ Would in spite confidence in others.

B) TRAINING AND PREPARATION :-

MYERS says that the counsellor must have the following traits :-

- Knowledge of principles of guidance.
- Knowledge of organization of guidance services.
- Knowledge of methods of imparting occupational information.
- Knowledge of psychological tests in guidance services.

C) ACADEMIC QUALIFICATIONS :-


A seminar of headmasters held in DELHI recommended the following qualifications for counsellor :-

- M.A. in psychology in B.A. ,B.Ed. [with guidance] or B.A., M.Ed.. [with guidance].
- Diploma course in guidance.
- Must have knowledge about personality problems testing, mental hygiene and counselling techniques.

D) EXPERIENCE :-

SMITH requires the following six types of experiences in counsellors :-

- Competence as a leader in guidance program.
- Competence as a counsellor.
- Competence in interpreting and using information.
- Competence in placement and follow - up service.
- Competence in evaluating the counselling service itself.



**QUALITIES
OF
COUNSELLOR**

QUALITIES OF A COUNSELLOR :-

To be a good counsellor one must possess the following qualities :-

- Patience.
- Good Listening.
- Observant.
- Warm
- Knowledgeable.
- Having empathy with client.
- Personal integrity.
- Confidentiality.
- Maintaining a therapeutic relationship with a client.

LISTENING G SKILLS



LISTENING SKILLS :-

Listening :- Hearing + Understanding.

UNDERSTANDING includes

- What is told by the person.
- How it is told/untold,
- What happens in me, as counsellor, at that time.

TYPES OF LISTENING :-

- Passive listening
- Selective listening
- Active listening

Open minded listening helps the person to :-

- Experience and express her/ his feelings
- Develop self- help skills and sense of responsibility.
- Reduce defensive behavior.
- Take a positive/ constructive problem- solving approach.

QUESTIONING SKILLS



QUESTIONING SKILLS IN COUNSELLING :-

- Help to open up new areas for discussion.
- Can assist to clarify information.
- Can assist to pinpoint an issue.
- Questions that invite clients to think or recall information.
- Should be knowledgeable about the different types of questioning techniques, including the appropriate use of them.
- Also important to be aware and cautious of over- questioning.

TYPES OF QUESTIONS :-

OPEN QUESTIONS :-

- Those that cannot be answered in few words.
- Encourage the client to speak.
- For example - 1] WHY DO YOU THINK THAT ?
2] WHAT HAS BROUGHT YOU HERE TODAY ?

CLOSED QUESTIONS :-

- That can be answered with a minimal response [often as little as 'yes' or 'no']
- Help the counsellor to focus the client or gain very specific information.
- For example -1] IS THAT YOUR COAT?
2] ARE YOU LIVING ALONE ?

RESPONDING G SKILLS



RESPONDING SKILLS :-

The reaction or answer to an external stimuli either verbally or non - verbally.

RESPONDING SKILLS :-

- Be Descriptive.
- Be Timely.
- Be Brief.
- Be Useful.
- Be Active.

TYPES OF RESPONSES IN COUNSELLING :-

- ATTENDING – Eye- contact, open posture.
- ALLOWING SILENCE – Giving the client time to process and continue.
- QUESTIONING – Asking a question. “What could you do to make this better for you.?”
- TO ACKNOWLEDGE – Wanting the client to know that the client has been heard.
- TO CHALLENGE – Wanting the client to view his/her situation differently.

COMMUNICATI NG SKILLS



COMMUNICATING SKILLS IN COUNSELLING :-

Counselling is a conversation or dialogue between the counsellor and client, the counselor needs certain communication skills in order to facilitate change. The counsellor needs the following basic communication skills :-

- Attending
- Listening
- Basic Empathy
- Probing
- Summarizing
- Integrating communication skills

