



**COUNSELING 101:**  
**UTILIZING FOUNDATIONAL**  
**COUNSELING SKILLS AND**  
**TECHNIQUES TO BETTER SERVE**  
**PARENTS AND FAMILIES**

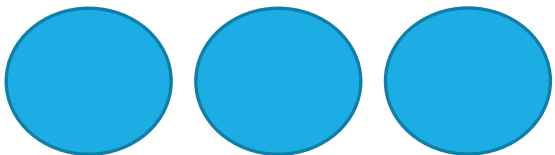
Presenters:  
M. Kyle Capstick  
Lindsey Bray

# INTRODUCTION

- Who We Are...
- Why this Topic?

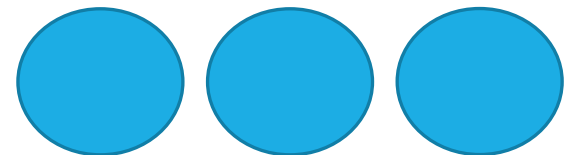
# LET'S TALK...

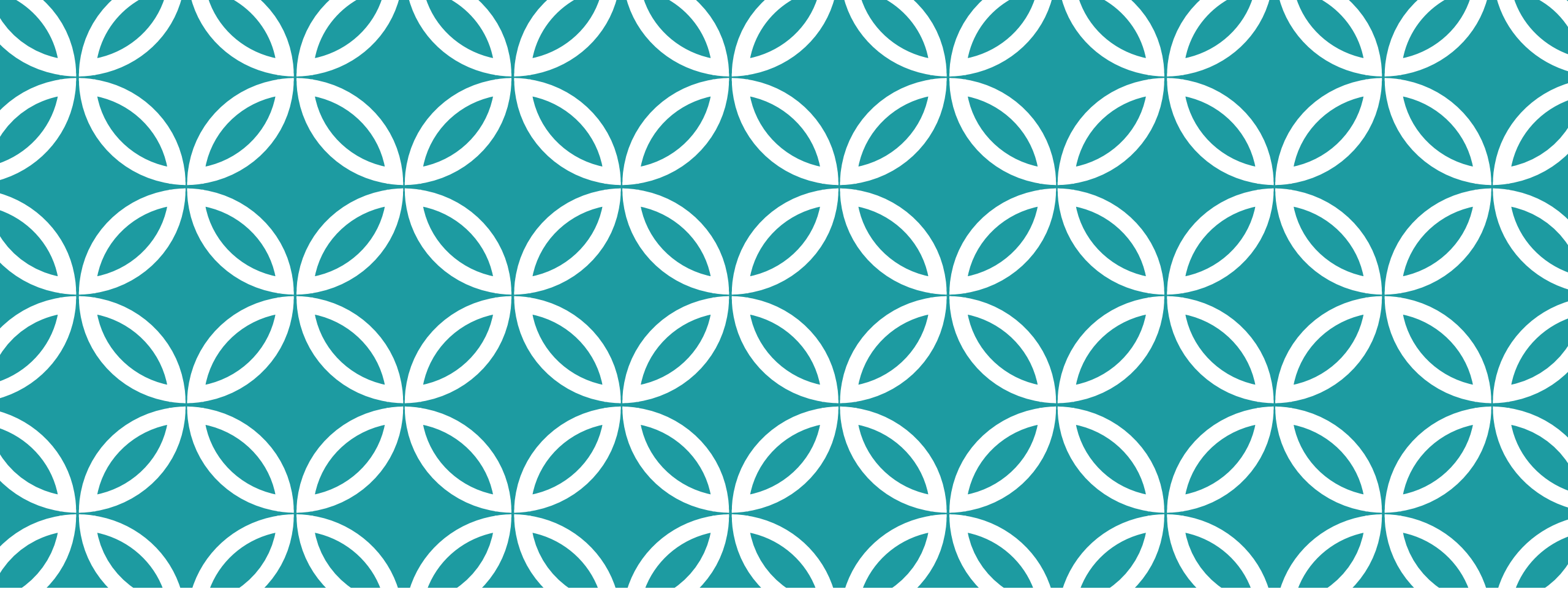
- What degree do you hold/  
background do you come from?
- What brought you to this  
presentation?



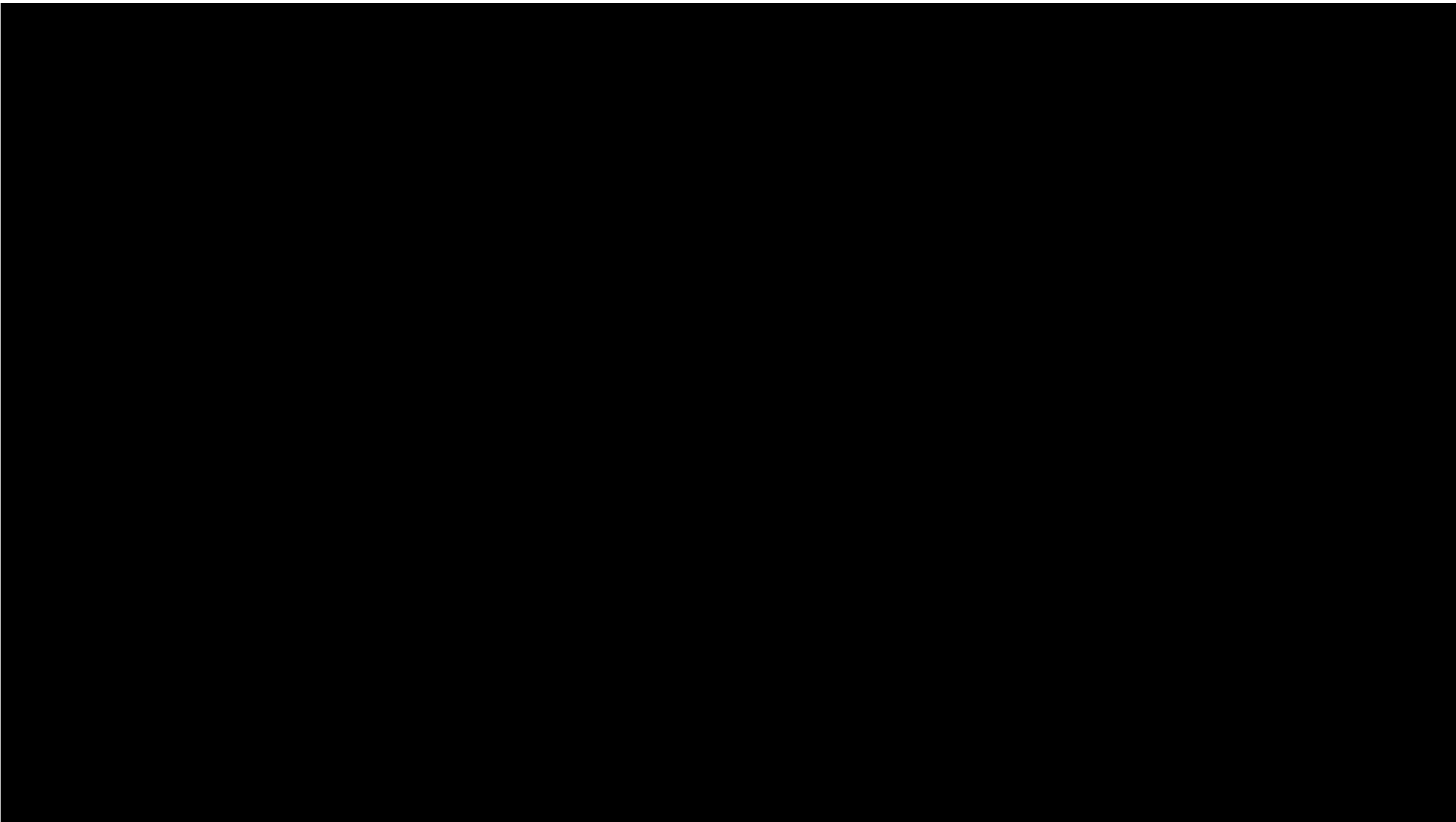
# OBJECTIVES

- Learn 5 essential foundational counseling skills and techniques
- Learn how to apply these skills and techniques to your interactions with students, parents, family members, and individuals on your campus



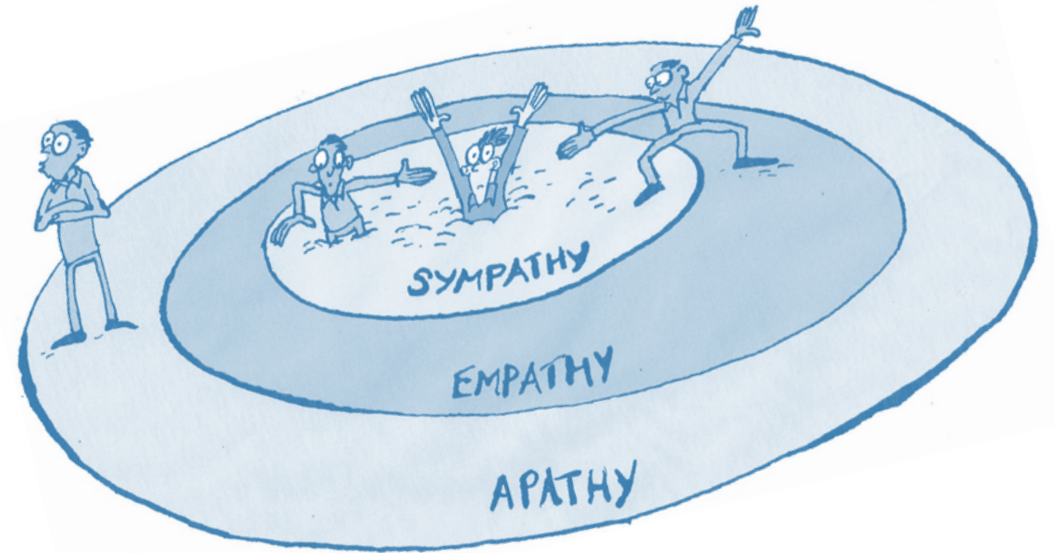


FOUNDATIONAL SKILLS |



# PERSON-CENTERED

- Genuineness
- Unconditional Positive Regard
- Empathetic



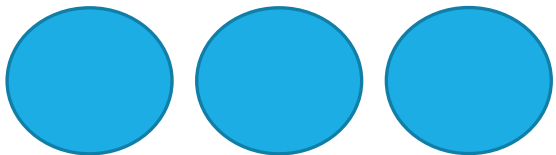
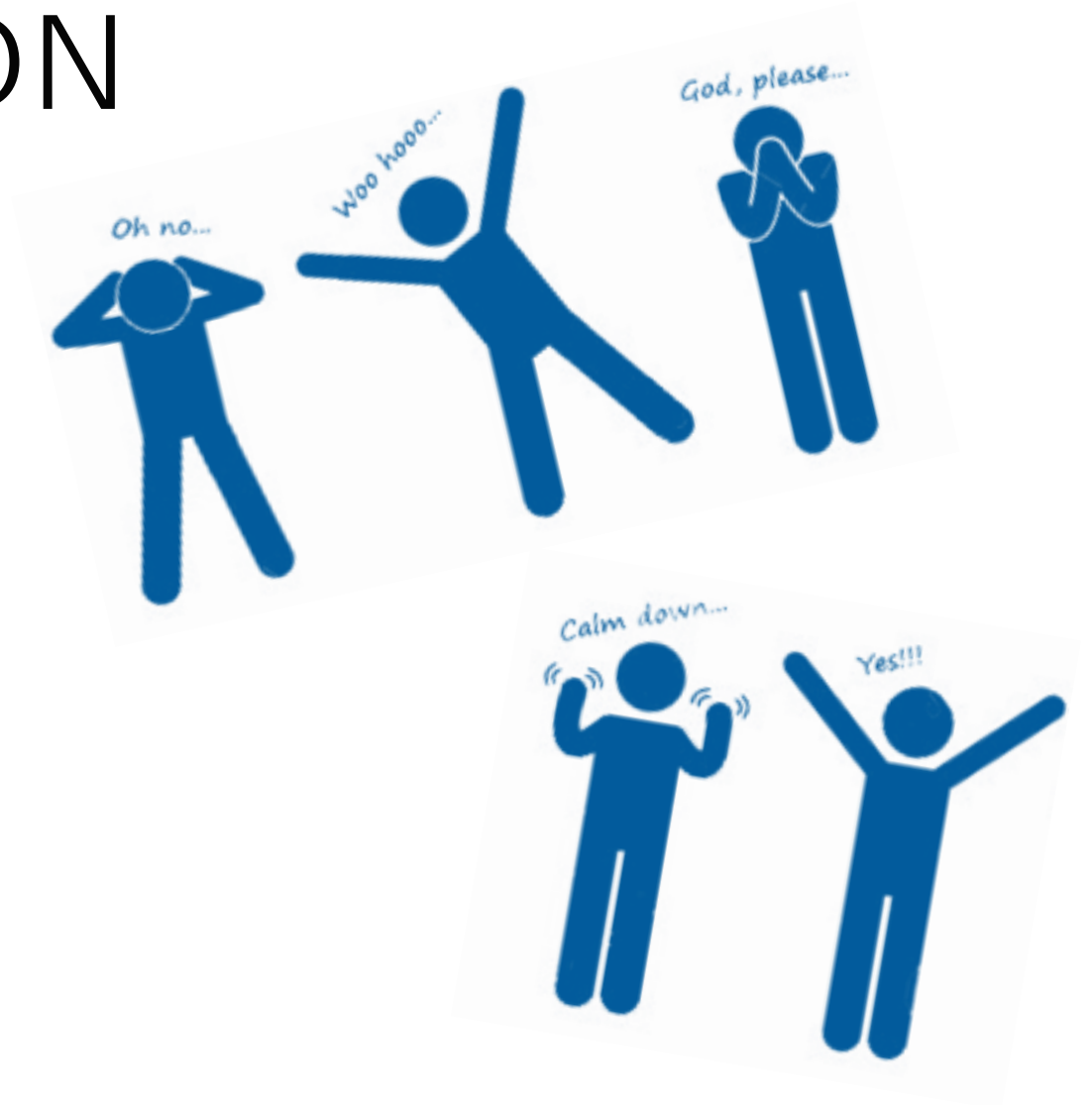
# COMMUNICATION

- **Non-Verbal**

- Facial Expression
- Eye cues
- Posture and Gestures
- Behavioral Discrepancies

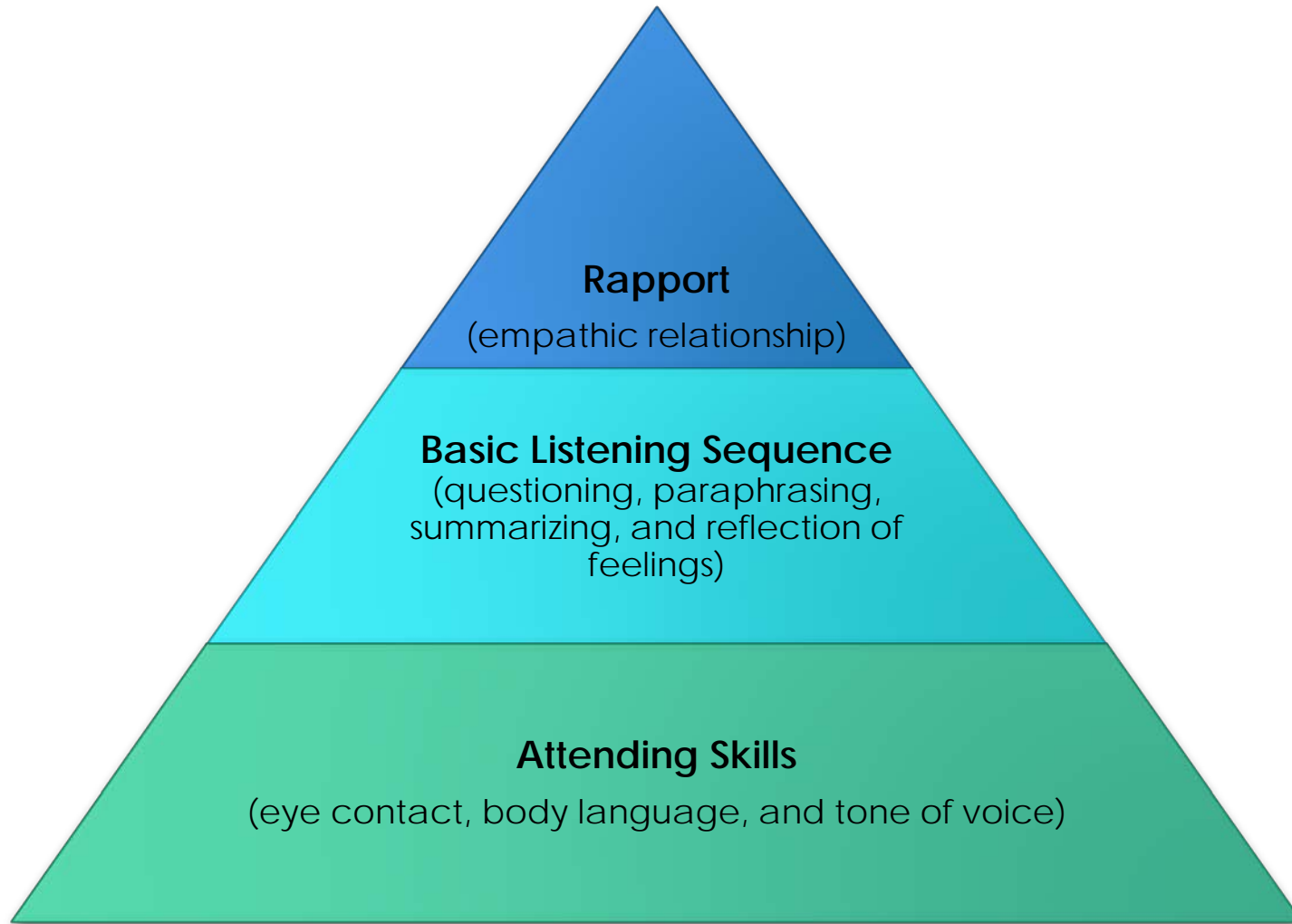
- **Verbal**

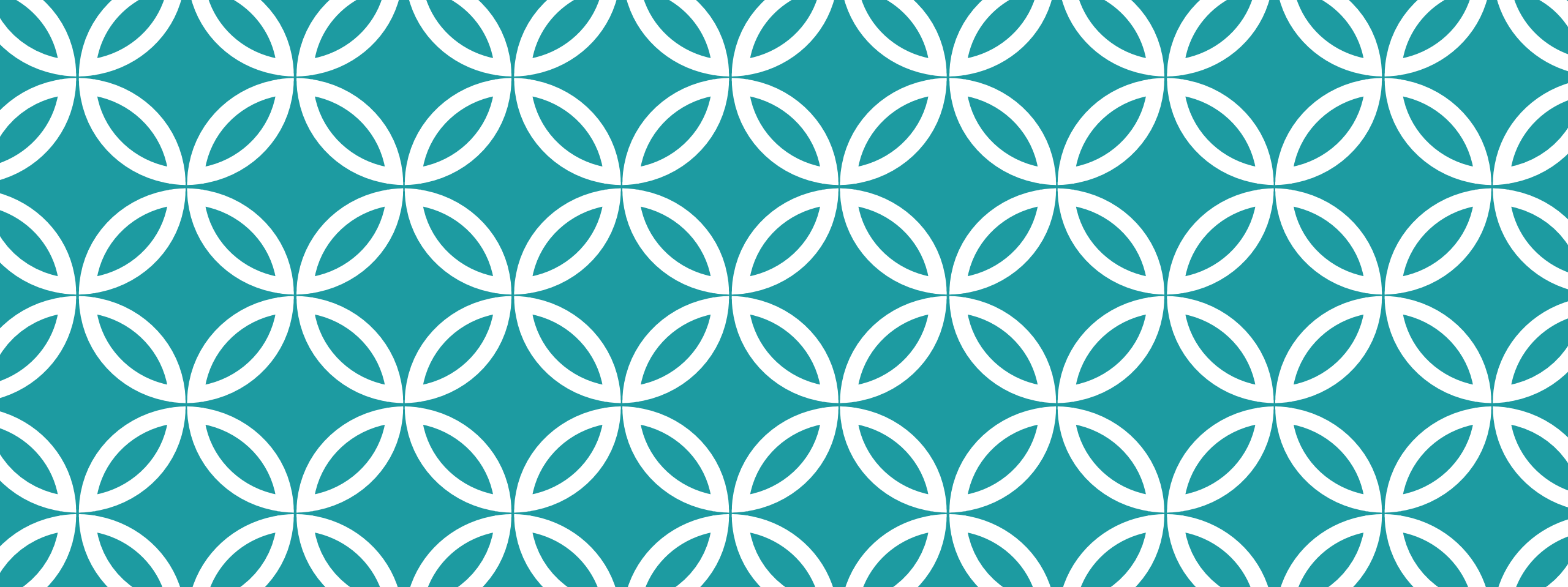
- Tone
- Delivery
- Matching





# COUNSELING MICROSKILLS

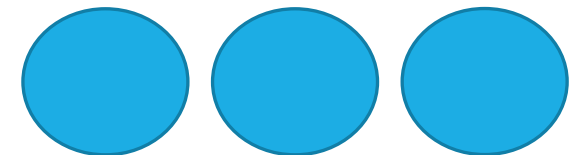


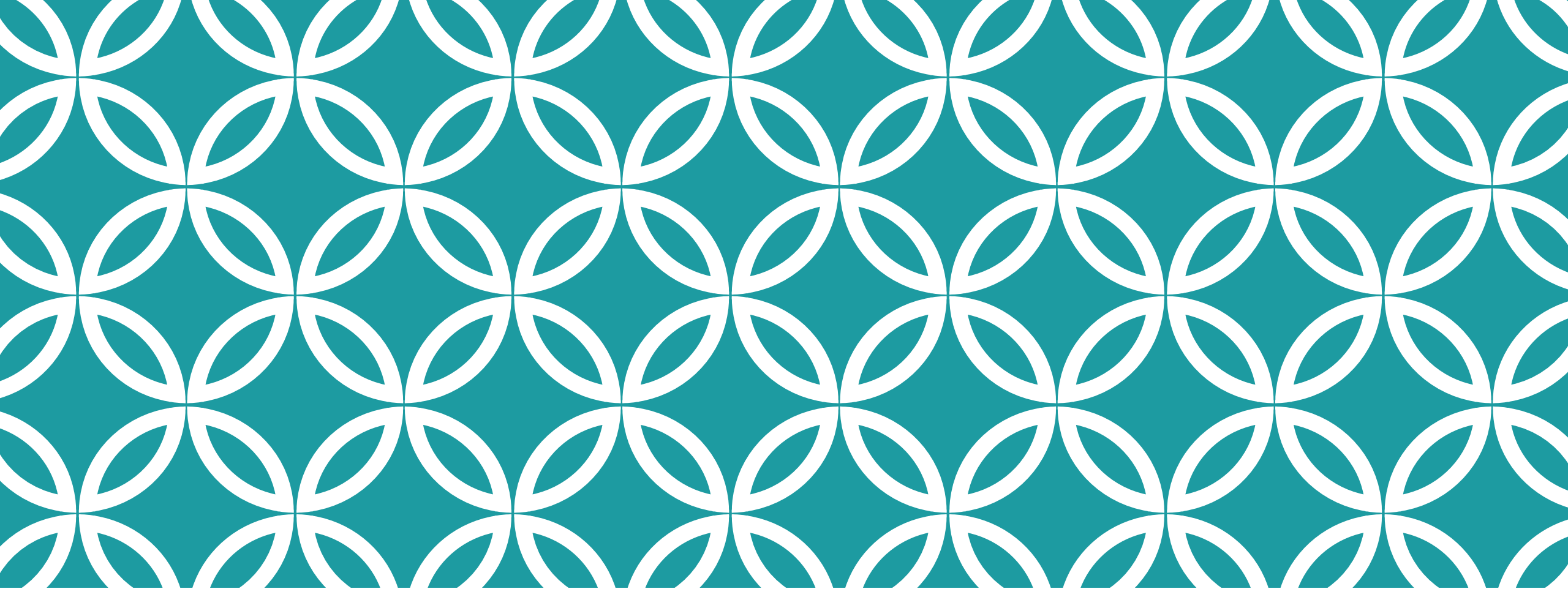


RAPPORT |

# RAPPORT

- Building rapport
- Identifying Role
  - Describe your role as Parent and Family Program Personnel
- Share needed information or be willing to look it up
- Balance openness and structure





# ATTENDING SKILLS |

# SOLER

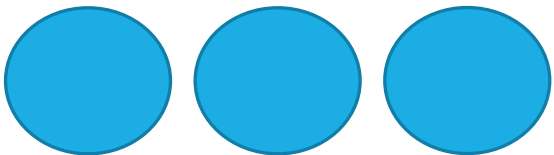
S: Sit square and face the person

O: Open posture

L: Leaning forward

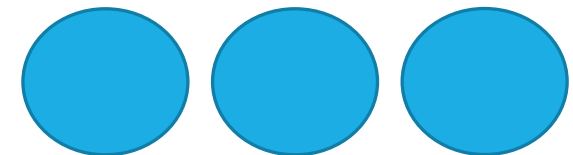
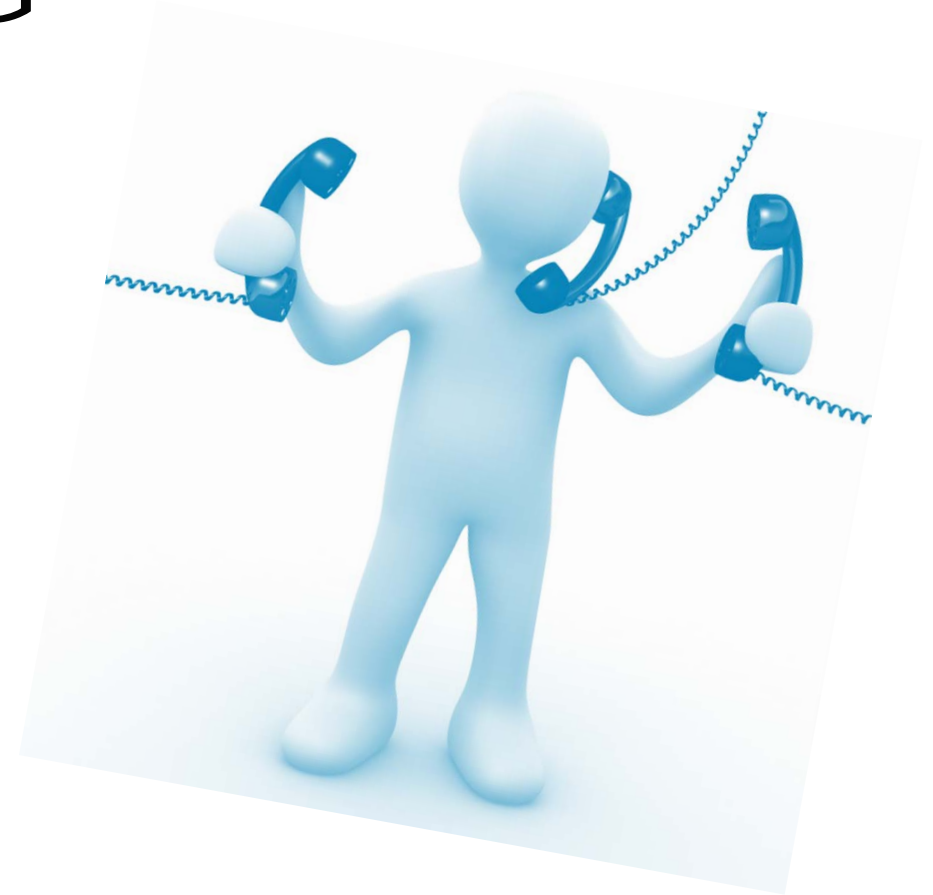
E: Eye Contact

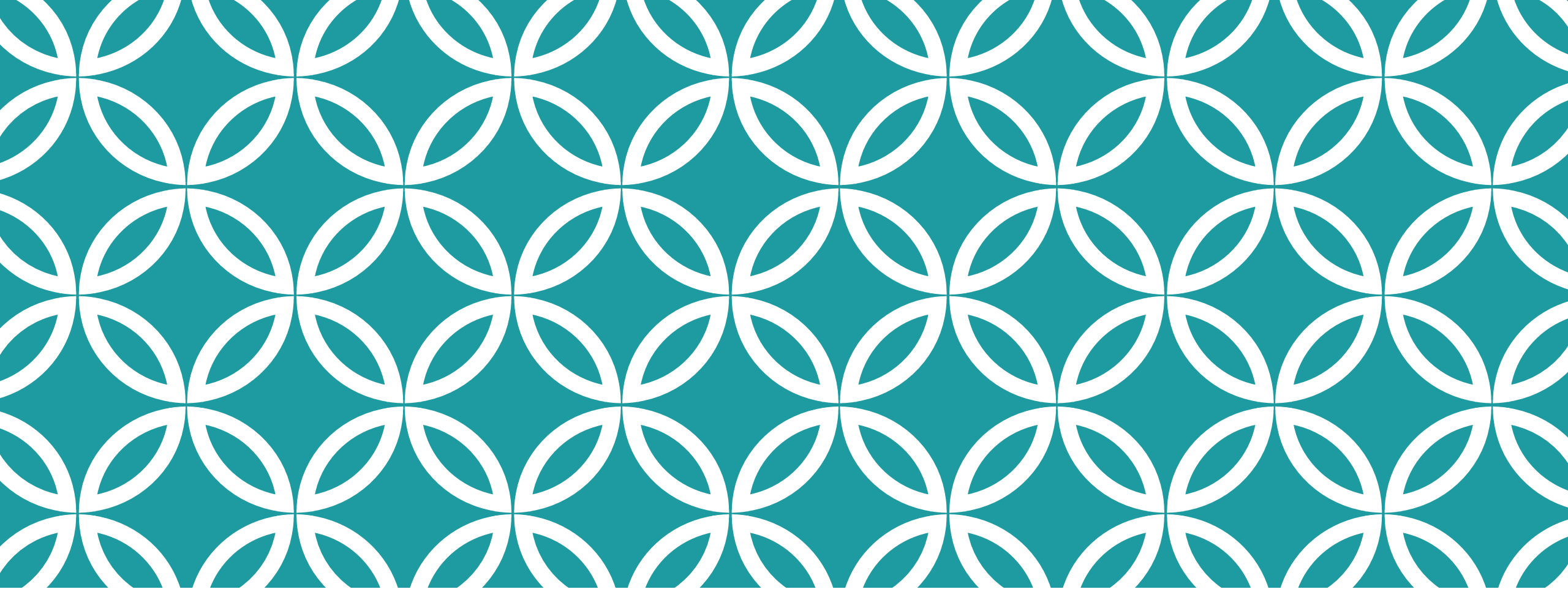
R: Remained relaxed



# PHONE ATTENDING

- Stay focused on individual
- Allow for interruptions
- Speak clearly and slowly

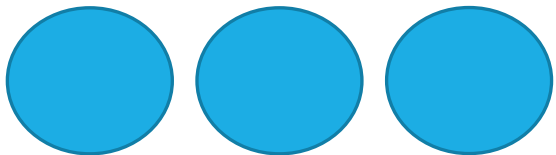




# BASIC LISTENING SEQUENCE |

# QUESTIONING

- Open-ended Questions
- Closed-ended Questions





# PARAPHRASING & SUMMARIZING

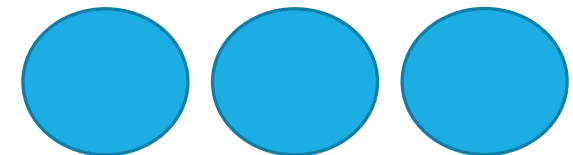
## Paraphrasing:

- Purpose:
  - To test your understanding of what you heard
  - To communicate that you are trying to understand what is being said
- Listen for:
  - What the individual's **thinking** message is?
  - What the individual's basic **feeling** message is?



## Summarizing:

- Purpose:
  - Pull together major ideas, facts, and feelings
  - Provides observation, paraphrase, and clarification



# REFLECTION OF FEELINGS

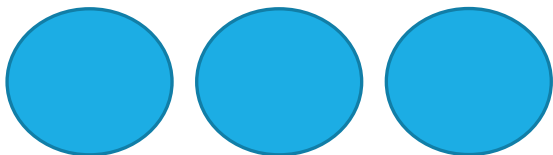
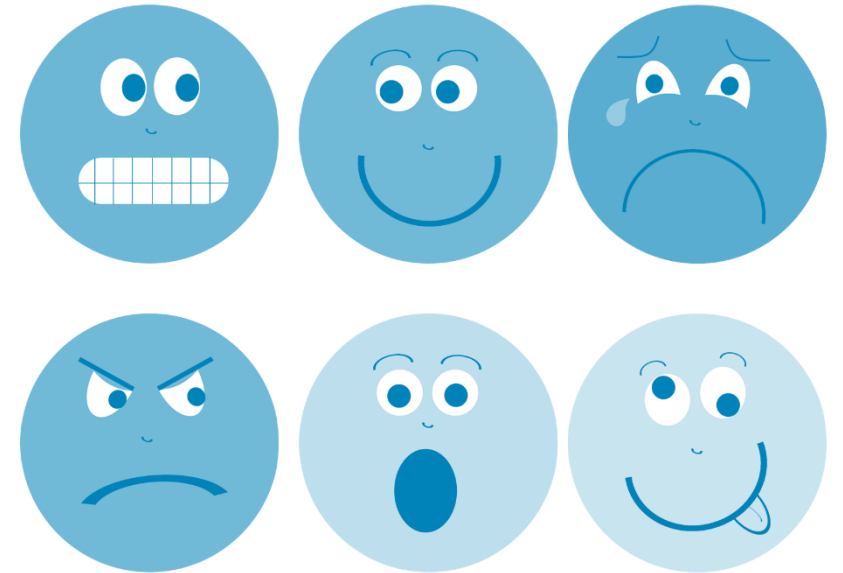
- Reflecting the feeling either expressed by individual
  - Example: "I hear you saying you are upset because ..."

OR

- Providing feeling to what has been inferred
  - Example: "I'm definitely seeing that you are upset..."

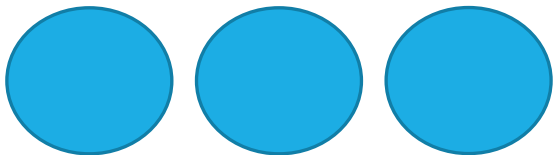
## Helps to:

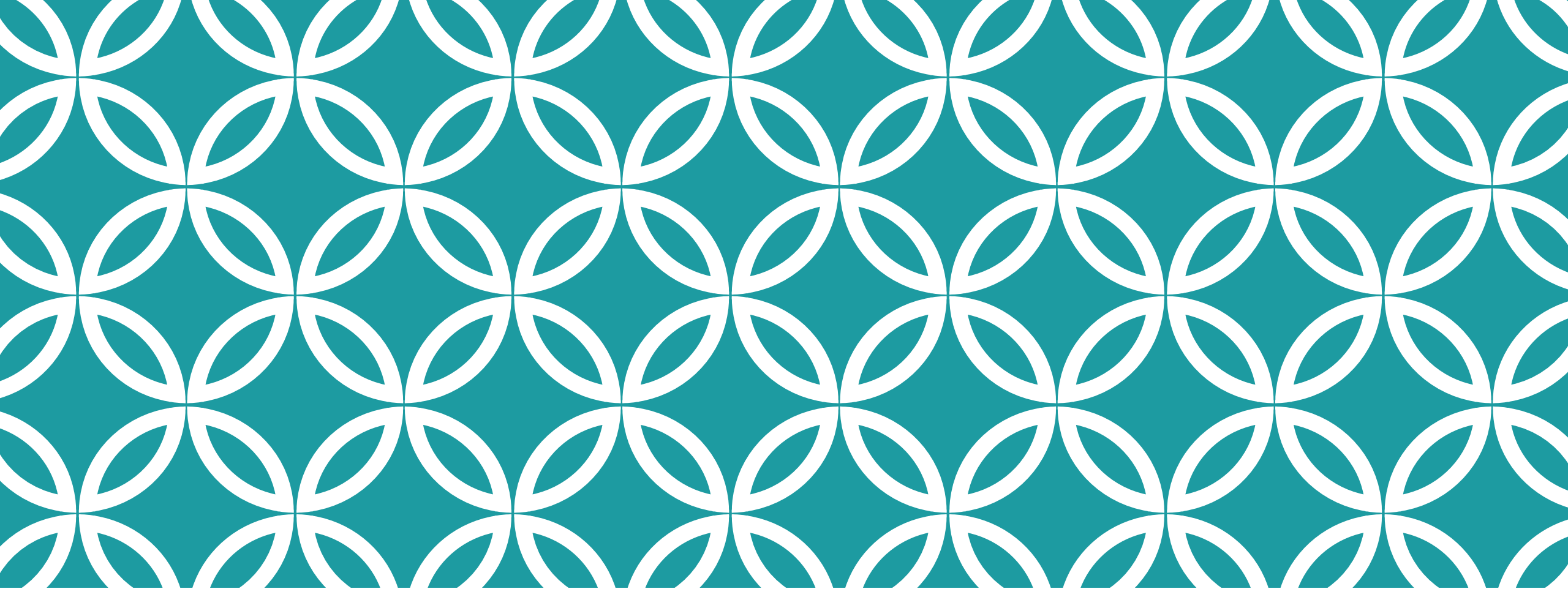
- Convey understanding
- Gain insight into individual's emotional state
- Validate individual's emotional response
- Match intensity of emotion expressed



# ADDITIONAL TIPS AND TRICKS

- Use their name
- Get to know facts about them
  - Student's name, where they are from
- We are all people, just doing our best
- Positive reframe
- Normalize their experience
- Keep the "door open"





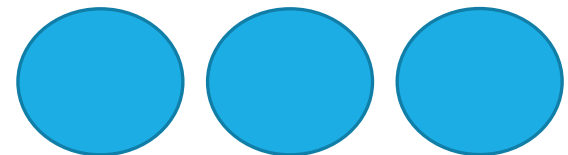
SCENARIOS |



# PHONE EXPERIENCE

Mr. Smith calls your office frustrated with the University. He is unable to check on his students grades and his son keeps forgetting to authorize him on his account. Mr. Smith states, "No one is being helpful or listening to me. This is just ridiculous. I'm the one paying for his education, I have a right to know."

- How do you approach this situation?

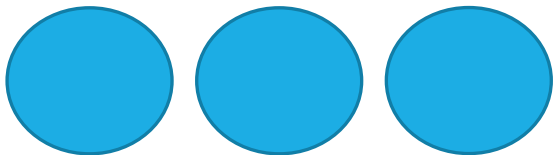


# IN-PERSON EXPERIENCE



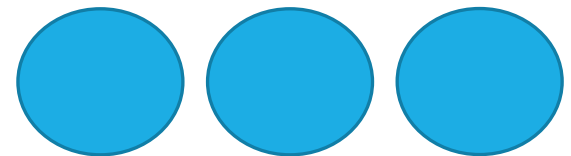
At your annual Parent and Family Weekend event, you have a parent tell you that her daughter is having a terrible first year experience. Her roommate has been staying up all night not allowing her to sleep, her class schedule got messed up so she is in courses she hates, and she's struggling to find connection on campus. The mother presents flustered, hopeless, and not knowing how to help her daughter.

- How do you approach this situation?



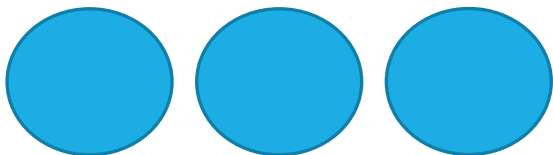
# YOUR EXPERIENCE

- What experiences have you had on your college/university campus that you could have seen this information being helpful?

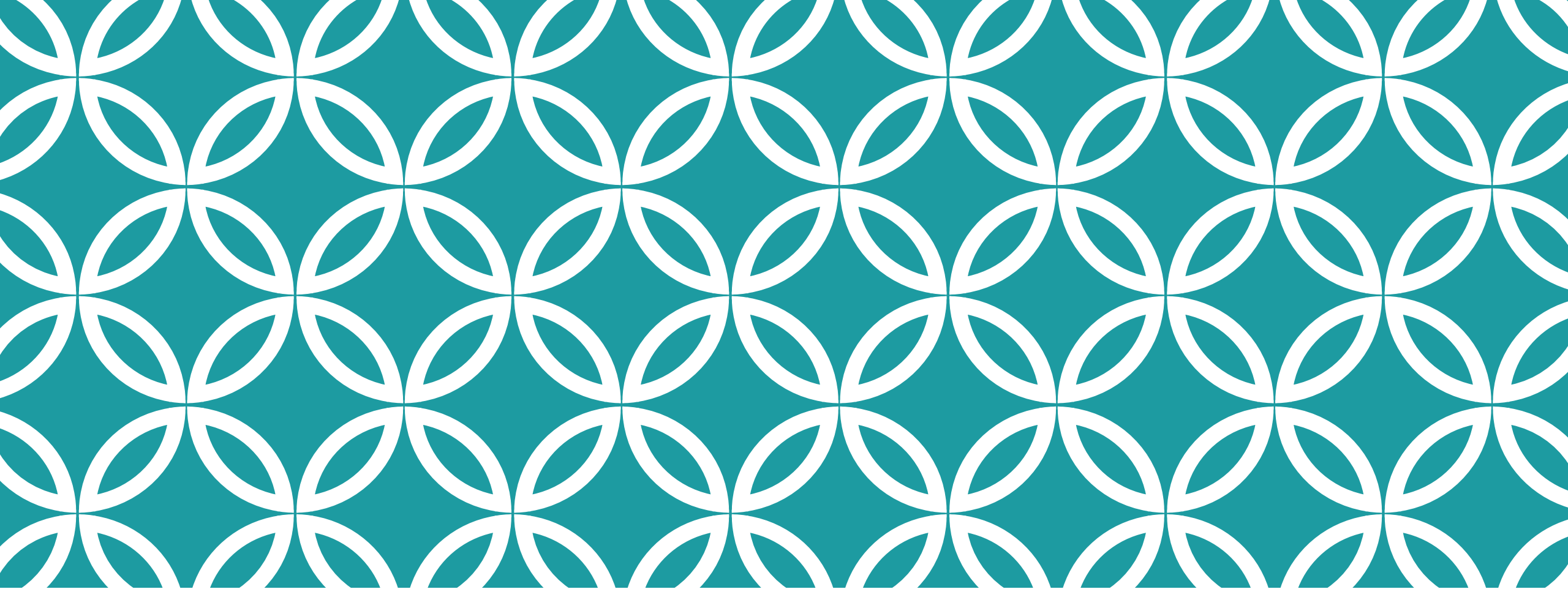


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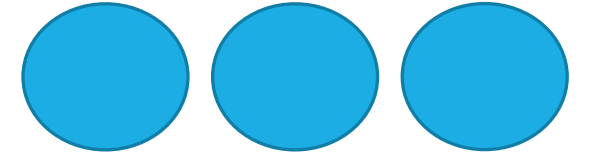




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