

AUGUSTA STATE UNIVERSITY
College of Education
Department of Educational Leadership Counseling and Special Education
Counselor Education Program

Student Name _____
Client Number _____

Date _____
Tape # _____

Instructor Name _____

Reviewed by Audio Video Transcript
Reviewed for Practicum Internship I Internship II

PART ONE: COUNSELING SKILLS SCALE (CSS) – Instructor Review

SHOWS INTEREST AND APPRECIATION
<p>1. Body Language and Appearance – Maintains open, relaxed, confident posture with appropriate eye contact. Leans forward when talking, leans back when client talks on target. Uses head nods and body gestures to encourage client talk. Maintains professional dress.</p>
<p>2. Minimal Encouragers – Repeats key words and phrases. Uses prompts (<i>uh huh, okay, right, yes</i>) to let client know s/he is heard. Uses silence helpfully.</p>
<p>3. Vocal Tone – Uses vocal tone that matches the sense of the session and session goals. Vocal tone communicates caring and connection with the client.</p>
<p>4. Evoking and Punctuating Client Strengths – Includes questions and reflections related to assets and competencies; positively reframes client experiences.</p>

ENCOURAGES EXPLORATION

5. **Questioning** – Asks open-ended questions that encourage the client to continue talking and to provide information. Uses when needed and when theoretically consistent. Uses closed questions judiciously. Does not overuse questions.
6. **Requesting Concrete and Specific Examples** – Asks for concrete and specific instances when clients provide vague generalities. (*“Give me an example of how you might feel or behave when facing _____.”*)
7. **Paraphrasing (reflection of content)** – Engages in brief, accurate, and clear rephrasing of what the client has expressed.
8. **Summarizing** – Makes statements at key moments in the session that capture the overall sense of what the client has been expressing.

DEEPENS THE SESSION

9. **Reflecting Feeling** – States succinctly the feeling and the content of the problem faced by the client (*“You feel _____ when _____.”*)
10. **Using Immediacy** – Recognizes here-and-now feelings, expressed verbally or nonverbally, of the client or the counselor. Can be related to the counselor-client relationship. (*“As we talk about _____ problem, I sense you are feeling _____ about me. In turn, I’m feeling _____ about how you are viewing the problem right now.”*)

11. Observing Themes and Patterns – Identifies more overarching patterns of acting, thinking, or behaving in problem situations (*“In _____ situations, you regularly do _____ [or think _____ or feel _____.”*])

12. Challenging/Pointing out Discrepancies – Expresses observations of discrepancies. (*“You expect yourself to do _____ when facing the problem of _____, but you do _____ instead. When this happens you feel _____ about yourself.”*)

13. Reflecting Meaning and Values – Reflects the unexpressed meaning or belief/value system that is behind the words the client is saying. (*“You feel strongly about making choices based on _____ belief.”*)

ENCOURAGES CHANGE

14. Determining Goals and Desired Outcomes – Collaboratively determines outcomes toward which the counseling process will aim. Helps client set goals.

15. Using Strategies for Creating Change – Uses theoretically-consistent and intentional intervention strategies to help client move forward toward treatment goals [such as setting up reinforcement systems, using guided imagery, asking the miracle question, directives, self-disclosure, interpretation, advice, opinion, information instruction].

16. Considering Alternatives and their Consequences – Helps the client review possible solutions and the value of each over the long term. (*“One option would be _____, and that would mean _____. Another option would be....”*)

17. Planning Action and Anticipating Possible Obstacles –Reaches agreement about actions to take between sessions, who is responsible for them, and when they will be done. Helps client to list what obstacles might interfere and decide how to handle them. (“So, you will do _____ by _____ date. What could prevent you from accomplishing your plan?”)

DEVELOPS THERAPEUTIC RELATIONSHIP

18. Consistently engages in caring manner with client, particularly by demonstrating such core conditions as genuineness and authenticity, warmth and acceptance, respect and positive regard, and empathy.

ENCOURAGES CHANGE

19. Opens session smoothly and warmly greets client. Begins work on counseling issues in a timely way. Structures session, directing client naturally through opening, exploration, deeper understanding, creating change, and closing; focuses client on essence of issues at a level deep enough to promote positive movement. Smoothly and warmly ends the session, in a timely way, planning for future sessions or for termination.

Additional Comments:

SCORE:

_____/20 pts