

FIFTEEN SIGNS OF GOOD COUNSELLING

1. The counsellor is aware of the degree to which the helpseeker is "ready" to actively participate in counselling. If the helpseeker is not ready, the counselling focus is on getting ready for counselling, and establishing common ground between counsellor and helpseeker.
2. There is cooperation between counsellor and helpseeker.
3. The counsellor uses words and conversation which the helpseeker understands.
4. The counsellor creates a culturally sensible structure of communication and problem-solving.
5. Helpseekers feel free and safe to discuss whatever they wish to discuss.
6. The counsellor offers and promotes dialogical communication.
7. The counselling conversation is focused directly on the helpseeker's needs and expressions of life experience. The main benefactor of counselling should be the helpseeker, and only secondarily the counsellor or institution.
8. Helpseeker concerns are discussed, visualized and, at times, written about.
9. The counselling relationship is adapted to the context and needs of the helpseeker.
10. The counsellor talks less than 50 % of the time; empathic listening is used.
11. The counsellor uses meaning-generating questions that help the person describe his or her experiences, needs, perceptions, imagination and feelings.
12. The counsellor assists the helpseeker to access information and convert it to personally meaningful knowledge that is relevant to the helpseeker's concern.
13. The counsellor conveys a friendly, interested and respectful attitude toward the helpseeker.
14. The counsellor is active, responsive, and shows both humor and seriousness.
15. The counsellor feels and demonstrates an ethical responsibility for that part of the helpseeker's self or life that has been revealed in the counselling conversation.