SFHMH101
Manage the process of change throughout counselling

Overview

This standard is about understanding and managing the process of change within your counselling approach and practice. It will involve you paying close attention to way in which clients perceive themselves negatively and mean you using appropriate interventions to challenge and re-evaluate their perceptions. You may also need to help the client to manage change in relationships with family and friends and co-workers as a result of their changing though counselling. You will also be required to recognise and analyse any difficulties in the counselling process. You will work with the difficulty within the therapeutic alliance and assess the situation for risk to self or others. You will be required to make ethical decisions in relation to the difficulty. In addition you will have to demonstrate how you manage out of session contact with clients and determine an appropriate policy to deal with such contact.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

You must be able to:

P1   practice in a way that is informed by a consistent, coherent and in depth theoretical understanding

P2   develop and sustain a relationship with the client that enables the disclosure of their concerns

P3   understand the process of change within your counselling approach and practice

P4   demonstrate competence in using the interventions prescribed by your consistent, coherent and in depth theoretical perspective

P5   be empathic and work with intellectual, emotional and behavioural expression from the client

P6   pay close attention to ways in which clients perceive themselves negatively and use appropriate interventions to challenge and re-evaluate their perceptions

P7   pay close attention to values and beliefs that create discomfort for clients and use appropriate interventions to challenge and re-evaluate them

P8   pay close attention to behaviours that create discomfort for clients and use appropriate interventions to challenge and re-evaluate them

P9   apply interventions as per your counselling theoretical framework that facilitate experiences of self-efficacy and problem-solving in clients

P10   apply appropriate interventions according to the psychopathology of the client

P11   recognise circumstances under which it is necessary to provide a client with supportive interventions

P12   help the client manage change in relationships with family, friends and co-workers as a result of their changing through counselling

P13   recognise the attachment style of the client and consider ways in which it may impact on the process of counselling and the ending of the therapeutic relationship

P14   use language that can be understood by the client when explaining your counselling practice, its underpinning theoretical perspective, interventions and the process of change

P15   clearly communicate imminent endings for the client and work to ensure these are managed safely and appropriately

P16   respond to silence in the counselling in accordance with your consistent, coherent and in depth theoretical perspective of practice

P17   acknowledge ways in which the therapeutic frame is challenged by the client

P18   check and monitor closely the client's response to each intervention obtaining feedback - be flexible - modify or phrase subsequent interventions that are more empowering and enabling so the client understands and finds the process more accessible

P19 acknowledge changes that have occurred for the client during the course of counselling whether they are practical, behavioural, and emotional or in relationships with the counsellor or others

P20 review the process and progress of counselling regularly with the client to ensure that there is a mutual understanding and commitment to the task

P21 explore the limitations of your theoretical perspective of practice in working with the non dominant culture

P22 when appropriate adapt and be flexible with your counselling interventions to work briefly or long-term in the best interest of your client

P23 identify and analyse the nature of a difficulty and its origins

P24 work with the difficulty within the therapeutic alliance

P25 assess the situation including risks to self and others and record the assessment

P26 contain the client when in crisis by providing information about self-care strategies, access to other support and clear arrangements for future meetings or contact

P27 decide and agree what action to take and when to take it in a way that is appropriate to the immediate needs of the client

P28 assess the ethical decisions to be made in relation to the difficulty

P29 manage interventions that might cause confusion, embarrassment or anxiety

P30 be aware of the potential for vicarious trauma when responding to difficult situations in counselling

P31 be prepared to acknowledge and apologise for your own mistakes

P32 ensure that appropriate support is in place to review and debrief following a difficult situation

P33 take the difficulty to supervision/manager and negotiate a course of action with your supervisor

P34 know what policy and procedure, actions and responses are available to you in the event of difficult situations, including risk to self and others

P35 anticipate the range of out-of-session communication that clients might use, such as email, letters, text, telephone, and visits

P36 determine an appropriate policy for contact with clients outside of sessions and ensure that the client understands it

P37 determine appropriate responses for unexpected or unplanned face-to-face contact with clients out of sessions

P38 consider how unexpected or unplanned face-to-face contact out of sessions will be integrated into an appropriate therapeutic process

P39 determine an appropriate policy for responding to clients who make contact between sessions

P40 be alert to possible danger signals in repeated or unwanted contact by clients out of sessions

P41 consider how repeated or unwanted contacts by clients out of sessions will be responded to

P42   determine an appropriate policy for communicating with clients when they miss sessions

P43   determine an appropriate policy for communicating with clients when they terminate therapy abruptly

P44   reflect on any temptation to meet a client other than in the designated therapy room and discuss this in supervision

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Knowledge and understanding

You need to know and understand:

K1   how to apply a consistent, coherent and in depth theoretical perspective of practice in line with your chosen theoretical approach(es)

K2   in depth theory and practice underpinning your counselling work

K3   the counselling alliance and the stance of the counsellor associated with that model

K4   how changes are facilitated according to your theoretical perspective of practice

K5   interventions that facilitate change according to your theoretical perspective of practice

K6   psychological mechanisms of change

K7   how to manage the beginning, middle and end of a counselling relationship according to your theoretical perspective of practice

K8   the origin and development of psychological conflicts and difficulties

K9   all aspects of the counselling contract

K10 relevant theories of attachment

K11 emerging scientific evidence relating to emotional development

K12 emerging scientific evidence relating to human behaviour

K13 assessment of psychopathology and the evidence base for treatment of specific disorders

K14 general principles of counselling interventions for clients with personality disorders

K15 when and how to use silence in counselling

K16 where and how to access research evidence related to risk factors for particular client groups

K17 how to undertake risk assessment

K18 mental health legislation

K19 how to comply with all relevant legislation, codes of practice, guidelines and ethical requirements and policies

K20 self–care strategies for clients in distress

K21 appropriate referral and other forms of on-going support

K22 causes of stress and coping strategies for healthcare professionals

K23 appropriate theories of vicarious trauma and how they relate to therapists

K24 the importance of strategies and procedures and appropriate referral systems when faced with difficulties

K25 difficulties that are part of the therapeutic process and need to be contained by the therapist, within the therapeutic alliance wherever possible

K26 when it is appropriate to contact other relevant health professionals for help, support or advice for yourself or the client

K27 appropriate decision-making strategies

K28 where to find and how to access mental health related resources

	K29	comply with all relevant legislation, codes of practice, guidelines and ethical
	K30	the importance of boundaries in out-of-session contact
	K31	the therapeutic contract
	K32	risk Assessment
	K33	how to manage contact with the client in social occupational settings
	K34	psychopathology, particularly with respect to borderline personality disorder, manipulative, dependent and potentially dangerous clients
	K35	local policies and procedures for managing therapeutic contact

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Additional Information

Links to other NOS

This National Occupational Standard has been developed by ENTO in September 2007. It was taken over by Skills for Health in September 2008.

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004)

Dimension: Core 5 Quality

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