

BASIC HELPING SKILLS



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PSYCHOSOCIAL EMPOWERMENT
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(PEACE)

BASIC HELPING SKILLS

Learning some basic helping skills is the first step on your journey

- Active listening
- Body language
- Voice tone
- Open ended and close questions
- Para-phrasing
- Reflecting feelings

COMMUNICATION SKILLS

Ventilation	Active Listening	Empathy
<ul style="list-style-type: none">• Meet people and interact• Help to talk what they experience• Share their feelings and emotions	<ul style="list-style-type: none">• Establish eye contact• Respond occasionally• Avoid interruption• Be accepting	<ul style="list-style-type: none">• Feel and experiences the pain as your own by trying to be in the other person's situation• Listening attentively

BASIC HELPING SKILLS

- ❖ to show people that you are paying close **attention**, that you care, and that you are **actively listening**
- ❖ The better the helper **listens**, the more the **individual** may share
- ❖ To develop a caring **relationship** **develops through** mutual respect

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❖ Eye Contact and Facial Expression:

- Make **eye contact** and **vary** your eye contact.
- Allow your face to reflect **caring**
- Avoid any gestures that hide your face from view.

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❖ Body Language:

- **Be attentive and relaxed,**
- **Use positive gestures**
- **Orient one's body toward the person who is speaking**
- **Sit on the same level.**
- **Create an “open” body posture: legs and arms** (uncrossed, body upright and centered.)

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❖ Vocal Style:

- Use a **natural vocal style**. Your **voice** communicates emotions
- Speak in a **relaxed, warm manner**

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❖ Verbal Following:

- Stay on the topic. Don't **jump topics or interrupt.**
- Take your cues from the grieving individual.
- Give the time he/she needs. **Don't rush to respond.** It is ok to have a pause/ moments of **silence to reflect.**

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Open Questions

- This skill **opens new areas for discussion.**
- It is useful to aid the individual in **exploring his/her feelings and thoughts.**
- **Begin** open questions with “**How,**” “**What,**” “**Could.**”
- **Avoid “Why”** questions which could make the individual feel defensive

Examples:

“How do you feel about the situation?”

“What are some things that trouble you most?”

“Could you give a concrete or specific example

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Paraphrasing

- ❖ Encourages **more in-depth discussion.**
- ❖ Focuses on **using key words of the individual and then saying back to them the most significant things** that are said to you.

Example:

- “I have been having a terrible time at work. I am so restless and just can’t seem to concentrate. My supervisor told me that I am not doing a good job and that if I don’t improve, she would fire me.”

Example Paraphrase:

- “You’re saying that you have difficulty concentrating and that your supervisor is displeased with your work and may fire you.”

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Reflecting Feelings

❖ The following steps are most essential:

1. The **feeling must be named**. This may be through the **actual words of the** individual or through observation of **non-verbal communication (eyes, facial expression, posture, voice tone)**.
2. Use the leads: “You seem to feel...,” “**Sounds like you feel...**,” “**I sense you** are feeling....” Then ask: “Is that close?” “Is that right?”

Examples:

“Sounds like that makes you angry.” “You feel very discouraged right now.”

“I sense some feelings of confusion.” “You are feeling really sad at the moment.”

Additional Helpful Comments / Phrasing

Tell me about...

- ❖ What works for you...
- ❖ How do you react when...
- ❖ I'm wondering...
- ❖ Have your feelings changed?
- ❖ What are your most difficult times?
- ❖ Could you be more specific?
- ❖ Do you feel like talking about it today?

Non-supportive behaviours

- Verbal Behaviours
- Non-verbal behaviours

Verbal behaviours

- Responding **too quickly**
- Changing the subject
- Talking too much about yourself
- Asking “why” questions
- Giving advice
- Preaching, placating, lecturing
- Asking too many questions
- Interrupting silence
- Allowing the individual to **ramble on**

Non- Verbal behaviours

- Rigid severe posture
- Taking notes
- Clock watching
- Letting your gaze wander

T Tips

- Talk – Allow relatives and victims to talk as needed. Stay engaged.
- Tears – Accept tears as normal and provide comfort.
- Touch – Appropriate touch often more helpful than words.
- Tissues – Need to be readily available.
- Telephones – Assist survivors and relatives with contacting family members, clergy, etc.
- Toilets – Practical details are important.

THANK YOU