

***Counseling techniques for a family
raising a young child with special
needs in psychophysical development***

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Counseling Situation

- *together with the child - we take into account the P-T-A (place - time - action)*
- *counselor and family - consultant is in the minority*
- *tension - communication of strangers*
- *expectation - for understanding from both sides*
- *the goal is to provide / receive assistance*
- *tools - Counseling Techniques*

Counseling Behavior and Roles

consultant (specialist)

- *Advisor, Assistant, Expert (V.V. Stolin)*
- *Parent – Child – Adult (E. Byrne)*
- *democratic – liberal – authoritarian (K. Levin)*

consulted (parent)

- *“Business” adequate (interested) or inadequate (non-interested)*
- *"Rentier" - waiting or requiring immediate feedback from communication*
- *"Manipulator" - playing a role*

Counseling Games

What are the techniques for?

these are means of professional and productive communication

positive

- *allow you to respond quickly to a situation*
- *control (rebuild) the emotions of a specialist*
- *prevent early burnout*

negative

- *more impact than interaction*
- *manipulation*

РЕПОЗИТОРИУМ БГПА

What techniques?

nonverbal

- *getting in touch*
- *Adjustment*
- *Management*
- *alienation*

verbal

- *three yes*
- *I-Statement*
- *Franklin rule*
- *Homer's argument*

Technique three "yes" (easy suggestion)

We ask the parent questions to which the answer will be "yes":

Are you very worried about the development of the baby?

And you want to do everything possible for him?

Do you want to know about the prospects of his development?

Next, we ask "uncomfortable" questions, to which we want to get a positive answer:

Do you understand ...?

Task: to formulate such a question

Technique I-utterance (valueless judgment)

Algorithm:

- 1. Description of feelings and emotions*
- 2. Unassessed characterization of behavior in an impersonal form*
- 3. The causes of affective reactions*
- 4. Possible consequences and results, including censure*

Task: to formulate such a statement on a given situation

We describe the situation with a statement without focusing on the behavior of the parent and without emphasizing “You-Statements”

The Benjamin Franklin Rule

- 1) the answer should always begin with the word “yes”*
- 2) give a positive assessment to the idea of the interlocutor and, moreover, explain why it is good, interesting, profitable, etc.*
- 3) a description of the conditions under which the proposed solution would be the best*
- 4) description of real conditions*
- 5) proposal of a new, changed solution in the concrete, just described real conditions.*

Assignment: *to formulate such a statement on a given situation:
“We want to send the child to an ordinary kindergarten so that he is with all the children and no one distinguishes him as some kind of disabled person ...”*

Homer's argument

As in the rule of three “yes”, the argumentation is submitted at least three times - up to 5 - 6 phrases, where:

- 1) formal phrase: we offer ...*
- 2) strong argument: this is the recommendation of specialists who know their job, but you can do it your own way and take responsibility*
- 3) strong argument: however, it is a state system and cannot be ignored*
- 4) weak argument: it will be better ...*
- 5) middle argument: it's in the best interest of the child ...*
- 6) strong argument: this is how we will do everything we need from the possible: you are as parents, we are as specialists*

Task: to substantiate the decision on the recommendation that the child visit the emergency room together with the parent (significant adult)

Rule of the situation (from unwanted)

- *Do not talk with a crying or angry person - it is impossible to judge the adequacy*
- *do not talk in a hurry - you can say something wrong*
- *or afterwords – you may not be heard or heard incorrectly*
- *to prevent emotional attachment - it is not a relationship*
- *Do not be afraid to say “I am at a loss” and realize the limit of competence - to protect yourself from mistakes*

How to quietly influence the interlocutor

- *Slowly and gently change the position of the arms and legs (through softening to relaxation)*
- *Gradually change the pace of speech and the timbre of the voice from tuning (mirrored) to the necessary*
- *Set the desired rhythm (synchronization)*
- *Achieve the consistency of all components of your behavior: facial expressions, words, posture (congruence)*
- *Connect to the wave of the leading modality of the interlocutor*

Listen to the interlocutor

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1. The rule of sequence of speaking

- *give the opportunity to speak, pronounce, negotiate ...*
- *put off / interrupt your studies, calm down the fuss*
- *hold your arms with your palms up*
- *show your liberality and tolerance and accept a different opinion from yours*
- *be patient, don't interrupt*
- *avoid hasty judgment and excitement*

2. The rule of authenticity and empathy

- *position - face to face*
- *show sympathy*
- *look into the eyes*
- *react to non-verbal behavior*
- *reflect the state, share feelings (look / eyebrows, voice, breathing ...)*

РЕПОЗИТОРИЙ БГПУ

3. The rule of dynamics and completion

- *pushing the continuation of the monologue (Aaaand ... And then ...)*
- *ask clarifying questions P-T-A (place - time - action)*
- *help with speaking through clarification of status information (I heard correctly, was it very difficult?)*
- *summarize and conclude (Now everything is clear ...)*

4. Summary rule (line rule)

- *briefly rephrase the speaker's thesis*
- *give a guarantee of understanding (I understand you ...)*
- *offer a perspective (I see this as an opportunity ...)*
- *express own attitude through I-Statement, taking into account the feelings of the speaker (I am sincerely sorry ...)*
- *express a reasoned and clearly defined doubt / objection / support better through the list: 1, 2, 3 ...*

Thanks for attention!

РЕГІОНАЛЬНИЙ БІЗНЕС-ІНТЕРВ'Ю