

Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Counselling Skills

M D Z P Q D N N S K B K Y L G I L L S K S E T Q  
V W I A G E E C F I B H L G Y E C E E G A N D W  
E Q U R U M U S L Q T I H T D R O J U L L M S O  
L F U A K P A O S A L W J O I C J R Q V B M K U  
U I K P T M C D P U E V M M S K V H S N S E P K  
H V U H I J M M P V C E F Z A S O L A V O F U C  
O P Q R X T E M G W G O Z O B E W N G E B F J G  
R U G A B A J O K A U S F E B S J Z P S I E X N  
P I T S N P K Z T R A I W T P T J V O F C C N I  
W S W I N P T S W E Z H X Q N S H W B A Q T G N  
J I E N S A E D V L U T O V U E S Y H N N I I E  
Y E S G P E Z U Y Z X W A M I N I U X S K V S T  
B C A R R L L K W R Y P M L E S S L X F N E A S  
C D S H E N F C V S L A Z C I I C K C A X Q D I  
G Q T N N G B P P J R B N A V N U P V D P U U L  
W G C J G V O Q B I D E F T C A R T N O C E O E  
R V E K I Q I R S C U I M R Y V G C A X Q S N V  
H Y C P R T L I L R Z K L F I J P D X X E T A I  
R Y N G H E N R G R P K M I J M U T X Z N I O T  
W A E B G G Y N T B A A X S R J Q T Y H T O E C  
E U L N R M O T T Z E C C B J H I T N N H N T A  
O M I D B C E B G C O N F I D E N T I A L I T Y  
K Y S Z F O T G N I T C E L F E R N Z Y J N N A  
U V R T J F M F Q Q O L Q H H U S K T M O G P H

EFFECTIVE QUESTIONING

THREE STAGE MODEL

ACTIVE LISTENING

CLIENT FOCUSED

CONFIDENTIALITY

PARAPHRASING

CARL ROGERS

SUMMARISING

REFLECTING

CONGRUENCE

CONTRACT

SILENCE

EMPATHY

EGAN

UPR