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a resource for:  
**Ministers and Mentors**

## People Helping Counseling Principles



APOSTOLIC CHRISTIAN

**Counseling and Family Services**

*Helping the hurting. Nurturing hope. Encouraging growth.*

Phone: (309) 263-5536 | [www.accounseling.org](http://www.accounseling.org)



# People Helping Counseling Principles

## I. COUNSELOR QUALITIES (these qualities are shown not said)

- A. Empathy vs. Sympathy
  - 1. Empathy: “feel with”
  - 2. Sympathy: “feel for”
- B. Genuineness (not phony and not excessive, your words and actions need to be consistent)
- C. Spontaneous
- D. Be aware of your own feelings

## II. LEARNED SKILLS

- A. Attending
  - 1. Comfortable eye contact
  - 2. Attentive body language
  - 3. Verbal tracking (staying with the topic/ resisting the urge to change the subject or ask irrelevant questions)
  - 4. Notice who is doing most of the talking (may be irrelevant for some)
- B. Listening\*\*
  - 1. ABC's of listening
    - a. Listen to words
    - b. Make sure you know actual meaning
    - c. Show them you know (reflect back what you heard them say)
  - 2. Notice the person's nonverbal communication
    - a. Facial expressions
    - b. Tears
    - c. Change in voice
- C. Assess the Stage of Change\*\*
  - 1. It is important to match your interventions to the person's stage of change
  - 2. They may say they are ready for change; their behavior may show otherwise
- D. Lead
  - 1. Ask an open question
  - 2. Reflect
  - 3. Give summary
  - 4. Restate client's thoughts
- E. Support
  - 1. Not necessarily condoning
  - 2. Acknowledge reality

# People Helping Counseling Principles

- F. Influence\*\*
- G. Confront
  - 1. Not criticism
  - 2. Point out inconsistencies
  - 3. Point out wrongs, but support
- H. Teach
  - 1. Reinforce improvement
  - 2. Role play
  - 3. Give information

## III. THE HELPING PROCESS

- A. Step 1: Building rapport
  - 1. The first goal is to ensure that the person knows you care
  - 2. Sometimes the goal of the first meeting is simply to make enough connection to have a second meeting
  - 3. Empathy, warmth, genuineness, and caring are important
- B. Step 2: Clarify issues and identify goals
  - 1. Using listening, leading, supporting, probing
  - 2. Take time to glean what the counselee's goals are
  - 3. Find out what he knows (any behavior and feelings)
- C. Step 3: Explore alternatives
- D. Step 4: Stimulate change
  - 1. Teach skills necessary
  - 2. Confront
  - 3. Make choices
- E. Step 5: Evaluate results
- F. Step 6: Termination of the relationship
  - 1. Summarize
  - 2. Support
  - 3. Plan for Future

# People Helping Counseling Principles

## IV. HELPING PEOPLE COPE WITH CRISIS

- A. Make contact
- B. Reduce anxiety
- C. Focus on present issues
- D. Encourage action
- E. Help with acceptance of situation

\*\*Topic is referenced in more detail in other documents by ACCFS

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