

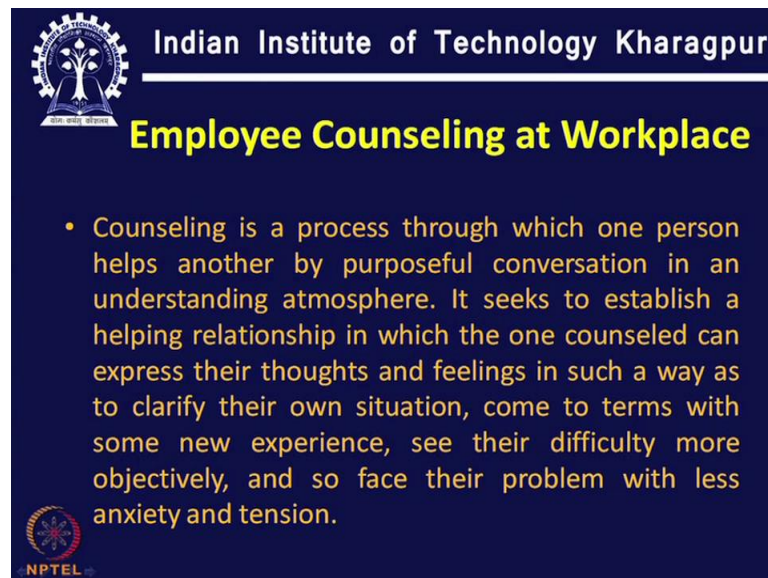
Organizational Behaviour
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Indian Institute of Technology, Kharagpur

Lecture - 21
Counseling

Welcome to the continuing part of chapter 12 the, which is the discussion on Counseling. If you remember in the last session we discussed about what is stress? How what are the different types of stressors, why a person perceives stress in the organization. And also in his or her life and what an organization can do to either prevent stress or to manage stress faced by individuals within the organization, and as one of the important ways of managing stress in the organization is through the process of counseling.

So, in this discussion we are going to know, what is employ counseling, what are the, why it is required in an organization and what are the different types of counseling. And specially what are the do's and do not's of counseling which is really very important discussion like what we can do and what we cannot do while counseling people. So, we will start with the definition of what is employee counseling.

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Employee Counseling at Workplace

- Counseling is a process through which one person helps another by purposeful conversation in an understanding atmosphere. It seeks to establish a helping relationship in which the one counseled can express their thoughts and feelings in such a way as to clarify their own situation, come to terms with some new experience, see their difficulty more objectively, and so face their problem with less anxiety and tension.

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So, counseling is a process through which one person helps another by purposeful conversation in an understanding atmosphere. It seeks to establish a helping relationship in which the one counseled can express their thoughts and feelings. In such a way as to


clarify their own situation come to terms with some new experience, see their difficulty more objectively. And so face their problem with less anxiety and tension.

So, if we can analyze this whole definition, so what we find like counseling is done may be in a very close situation, where one person tries to counsel another person. And it is a purposeful interaction, purposeful conversation between two people in an understanding atmosphere. So, when we are talking of an understanding atmosphere, it means like there is a level of trust between the counselor and the counselee.

This is very important like if the counselee does not trust the counselor and feels like that the counselor is the person who can (()) him or her to get out of the particular problem that he or she is facing and that point in life. Or he or she can trust the counselor with the confidentiality of the things that he shares or she shares about his or her life to the counselor, then if this trust and understanding is not there, then the whole process of counseling cannot proceed. So, it is very important to have an understanding between the counselor and the counselee.


So, it is a purposeful conversation in an understanding atmosphere, when then when we are talking of then what is the purpose? The purpose is of course, to help the counselee to come out of certain problems faced by the counselee at that particular point in life. And to may be see interpret the situation in a new light, experience new ways of looking at things or looking at the problems faced that life more objectively. And develop the ability to face the problems may be with less tension and anxiety.

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- Its basic purpose is to assist the individual to make their own decision from among the choices available to them. (British Association for Counseling, Rugby 1989)



So, the basic purpose of counseling is to assist the individual to make their own decision from among the choices available to them. So, the word over here assist is very important. So, what the counselor does is to help the counselee to make his or her own decisions out of several alternatives present in front of the counselee alternative parts. It may be that before coming to the counseling situation alternatives were there, but the person, the counselee was not able to make the proper choice. And what the counselor does is to assist the person help him or her become more equipped to make the own decisional choices.


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What is Employee Counseling?

- Employee Counseling can be explained as providing help and support to the employees to face and sail through the difficult times in life.
- Counseling is guiding, consoling, advising and sharing and helping to resolve their problems whenever the need arises. Counseling is discussion of an employee's problem that usually has an emotional content to it, in order to help the employee cope with the situation better.



What is employee counseling? Employee counseling can be explained as providing help and support to the employees to face and sail through difficult times in life. Counseling is guiding, consoling advising and sharing and helping to resolve their problems whenever the need arises. Counseling is discussion of an employee's problems that usually has an emotional content to it in order to help the employee cope with the situation better. So, we find like it is wellness program, it is a part of the well-being program designed by the organization, which takes care of the quality of work life of the individuals within the organization.

What happens, so through the process of counseling in the organization it is guidance is given to the individual how to face problems in life. May be some also emotional comfort in the form of counseling is given then proper advice is also given in how to make better choices above from the alternatives which are there in front of individuals. And it is about also sharing some facts of life, which are like very may be private things which the employee may not even share with friends and supervisors. So, this is an avenue provided by the organization were employees can come and speak up their mind. And as a result, so it provides buffer for them as a emotional support. So, again what is very much required for this is the atmosphere of understanding trust worthiness of the counselor to the counselee.

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Some signs of a troubled employee include :

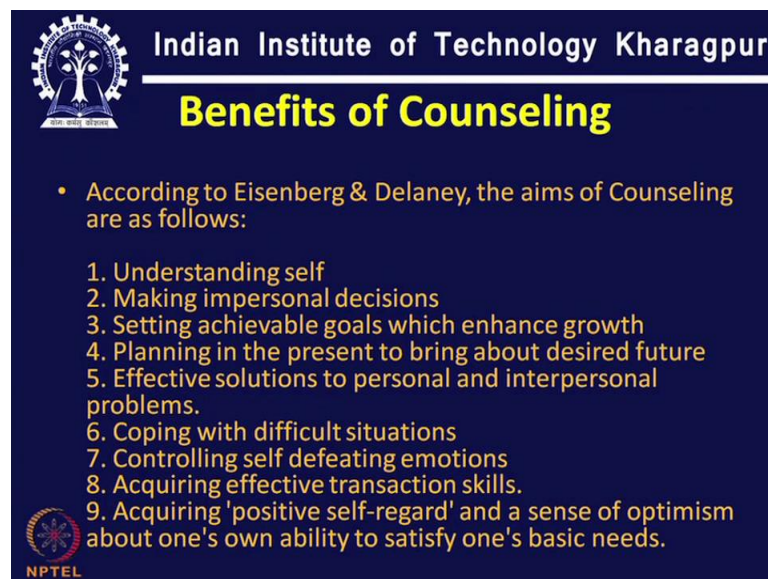
- Sudden change of behavior
- Preoccupation
- Irritability
- Increased accidents
- Increased fatigue
- Excessive drinking
- Reduced production
- Waste
- Difficulty in absorbing training



Some of the signs of a troubled employee may include like sudden change in behavior when preoccupation irritability increased accidents, increased fatigue, excessive drinking reduced production, waste difficulty in absorbing training. Now if all these problems are seen the employee, then it is time for that person to come for counseling, otherwise these problems may result in stress or are the resultant of stress. And may lead to if it is a allowed to be within the individual or the individual is allowed to carry on with these behavior.

(()) sometimes lead to serious outcomes in the form of like absenteeism or accidents or depression are all this things which may ultimately again to like loss of production for the organization. So, because it may lead to long time long term cost for the individual organization in terms of the financial cost and also cost for like dealing with the medicals and all these things. So, it is very important like these, whenever these symptoms are seen, whenever these signs are evident, so the employee particularly employee should be encouraged to go for a counseling session.

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Benefits of Counseling

- According to Eisenberg & Delaney, the aims of Counseling are as follows:
 1. Understanding self
 2. Making impersonal decisions
 3. Setting achievable goals which enhance growth
 4. Planning in the present to bring about desired future
 5. Effective solutions to personal and interpersonal problems.
 6. Coping with difficult situations
 7. Controlling self defeating emotions
 8. Acquiring effective transaction skills.
 9. Acquiring 'positive self-regard' and a sense of optimism about one's own ability to satisfy one's basic needs.

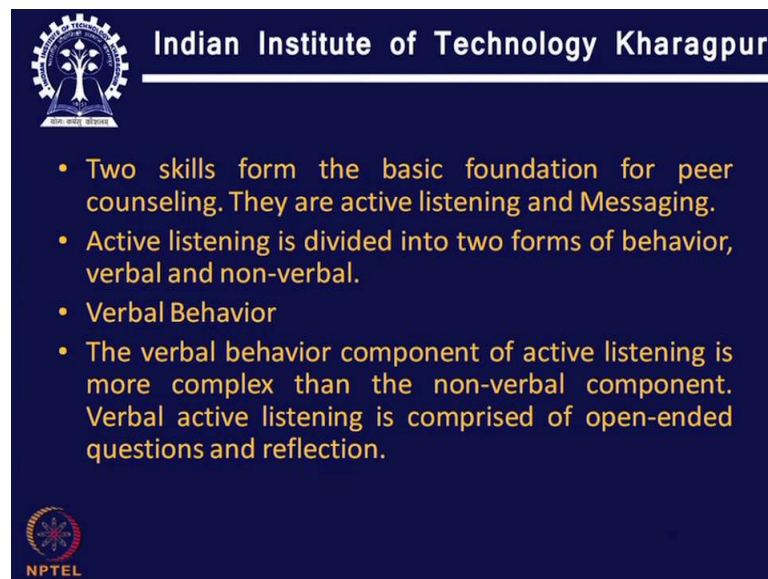
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The benefits of counseling are it helps to understand self properly, it helps in making impersonal decisions, setting achievable goals which enhance growth, planning in the present to bring about desired future, effective solutions to personal and interpersonal problems, coping with difficult situations, controlling self-defeating emotions, acquiring

effective transaction skills, acquiring positive self-regard and the self and the sense of optimism about one's ability to satisfy one's basic needs.

So, what you can see over here is the counseling not only helps people to come out of problematic situations which they face in their life. But counseling also helps to increase yourself esteem proper understanding of self, it makes you more equipped to face situations. It helps you to make proper decisions in your life it leads to a holistic development of the individual and it increases your company transactions skills. And it increases your sense of self-regard within the individual and like sense of, like increasing the self-efficacy, like the person will be able to answer to the needs of it is own needs and may be his family needs, an ultimately needs of an organization. So, it increases also the self-regard of the person. So, it is not only that when you face a problems in life, but in other situations also it helps us the process of counseling helps a person to grow emotionally psychologically and socially also.

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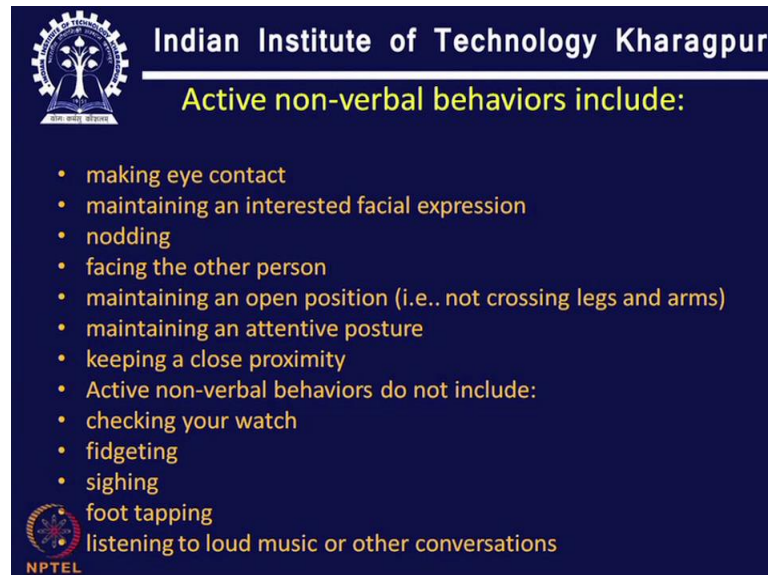
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- Two skills form the basic foundation for peer counseling. They are active listening and Messaging.
- Active listening is divided into two forms of behavior, verbal and non-verbal.
- Verbal Behavior
- The verbal behavior component of active listening is more complex than the non-verbal component. Verbal active listening is comprised of open-ended questions and reflection.

Two skills which are very basic for counseling and active listening and messaging. Active listening is one of the important skills of counseling and it is divided in to two forms of behavior, one is verbal and so these two forms are verbal and non-verbal. In verbal behavior it it is more complex for active listening than non-verbal component, because here we have to ask like guiding questions, open ended guiding questions and

which will help the counselee to reflect on certain facts in his or her life. So, it is very important to know which question to ask, when and how to ask it.

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Active non-verbal behaviors include:

- making eye contact
- maintaining an interested facial expression
- nodding
- facing the other person
- maintaining an open position (i.e., not crossing legs and arms)
- maintaining an attentive posture
- keeping a close proximity

Active non-verbal behaviors do not include:

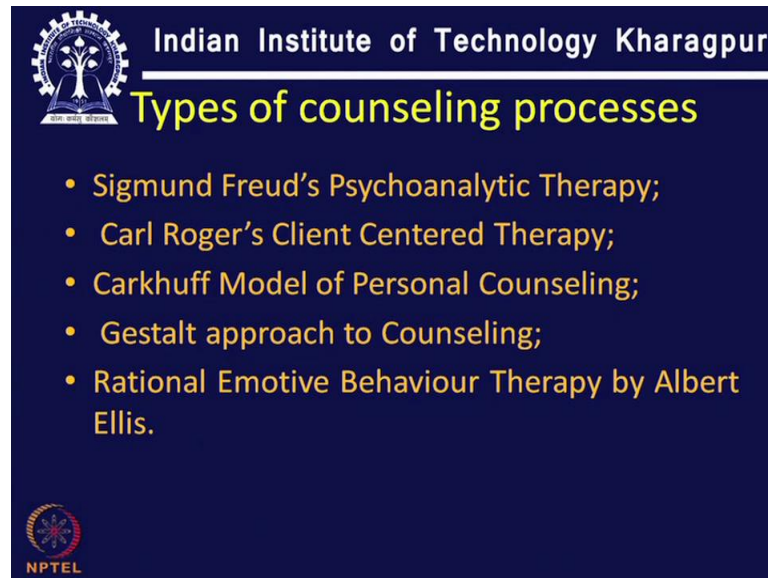
- checking your watch
- fidgeting
- sighing
- foot tapping
- listening to loud music or other conversations

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Active non-verbal behaviors include, making eye contact, maintaining an interested facial expression, nodding, facing the other person, maintaining an open position that is not crossed legs and crossed arms. Because that is a body posture which reflects like very closed like this type of things will represent a very closed like I am not ready to listen to what you are sharing with me. So, it is an open posture like with an open arms and legs and these are accepting body posture.

Next, is maintaining an attentive posture keeping a close proximity these are like good points, active nonverbal behavior points, which are not to be done sort of thing in active listening. Active on verbal listening is while somebody is speaking we should not frequently check the watch or we should not be playing with certain small things and we should not be sighed these type of things are not done like foot tapping, and also like listening to loud music in other conversations. In a word which shows like certain non-verbal cues, which shows like I am not interested in what you are telling or I want this conversation to end very soon. If that things are reflected through the non-verbal cues like whatever we have told now, then it is not proper as an active non-verbal behavior for listening.

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The slide features the IIT Kharagpur logo in the top left corner, the text 'Indian Institute of Technology Kharagpur' in the top right, and the title 'Types of counseling processes' in yellow. A bulleted list of five counseling approaches is centered on the slide. The NPTEL logo is in the bottom left corner.

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Types of counseling processes

- Sigmund Freud's Psychoanalytic Therapy;
- Carl Roger's Client Centered Therapy;
- Carkhuff Model of Personal Counseling;
- Gestalt approach to Counseling;
- Rational Emotive Behaviour Therapy by Albert Ellis.

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The different types of counseling processes in the organization are Sigmund Freud's psychoanalytic therapy, Carl Roger's client centered therapy, Carkhuff model of personal counseling, Gestalt approach to counseling, rational emotive behavior therapy by Albert Ellis. Before discussing in to these ethical principles of counseling we will try to discuss some of the like a bit of these counseling processes. Sigmund Freud's psychoanalytic therapy is based on is based on the power of unconscious is based on the power of unconscious mind.

According to Freud as we have already discussed while we were discussing personality the mind is divided into layers of unconscious, pre-conscious and conscious and also it consists of three portions like et, ego and super ego. Et is store house of unconscious desires, which are more or less socially not acceptable and super ego is the conscious and the voice of the society, which tells about the behaviors, which are either socially acceptable or non acceptable.

And ego again tries to make a balance between the pleasure desires of et and what the super ego tells that these cannot be those desires which cannot be met, because it is not socially sanctioned. So, what these may give rise the constant oppositely acting forces between et and super ego and ego trying to keep a balance between these two factors may lead to certain tensions for the ego. And et may take certain defense mechanism which are called ego defense mechanisms.

So, what psychoanalytic techniques tries to do it tries to tap the conscious semi-conscious and unconscious part of the mind through different techniques like dream analysis. And there are other techniques also, but and tries to get account of what is what is that which it separates very deep, which is very deep in the unconscious layer and which is which comes out and the reflections of it are seen in the conscious level and could be problematic for individual.

But, one word of caution over here it should be practiced only by individuals, who know how to practice this psychoanalytic therapy and who have themselves undergone a training for it should not be practiced by people without any proper training. Next when we talking of Carl roger's client centered therapy whole like the difference with Freud's prospective over here, where the counselee in Freud's perspective plays a very passive role to be in guided by the counselor about how to view things in life.

And what is to be done as a proper behavior, in contrast to that when you are talking of Carl Rogers. Carl Rogers way of counseling it is called client centered therapy. So, in client centered therapy, the counselees are addressed as clients and what is done is like in this therapy the client plays a more active role and as as compared to the counselor. And counselor plays a role more of assisting the counselee or the client to make some major choices and decisions in his or her life.

So, it is it is just like the helping the counselee to find the right way of doing things and make proper choices. When we are talking of Carkhuff model of personal counseling, so it is a off shoot of client centered therapy and it focuses on attending, responding personalizing and initiating actions. So, these are some of the important skills for a person who is counseling with this under this model of personal counseling.

Next thing what we have which is called Gestalt model of counseling. So, here the employee is looked at from a holistic prospective like not only that portion of that employee which is coming (()). But the employee mean different roles that he place through different ways and through different faces of his life. And he is considered has a whole being and overlap between these roles and the confusions, erosions whatever whatever is there.

And it is counseling is done along with the counselee to find out ways, so that the counselee is able to play all these roles in a proper way. Next we have rational emotive

behavior therapy, so it is a practical action oriented approach to coping with problems and enhancing personal growth. So, REBT as it is called places a good amount of focus on the present that it is currently held attitudes, painful emotions that the person is facing and mal adaptive behaviors.

It is one assumption over here is that employees themselves are to certain extent responsible for the negative emotions faced, and because a lot depends on their own perception of how they are interpreting certain situations. So, it is assumed in this therapy like the employees themselves are responsible for their own emotions and actions and the harmful emotions and like at this functional behaviors are resultant of the employees own irrational thinking.

So, and because the employee is in control of the irrational thinking and like ways of seeing the world, so he or she is the person who can learn more realistic views of life and with practice change the irrational thought of process, inter rational way of looking at things and change the negative or the harmful emotions, and the (()) functional behaviors into positive behaviors, which is helpful for both the individual and the organization.

So, what as a result like they will see is a deeper acceptance of self and greater satisfaction in life by developing reality based perspective. So, and REBT classifies two very different types of difficulties which are practical problems and emotional problems. So, based on this like the Freud behavior freed treatment of others undesirable situations these are practical problems. So, but again there are emotional problems also, which are like created by unnecessarily seeing things in different ways by becoming upset about these practical problems.

So, the instead of seeing the practical problems objectively, what people will try to do is to get emotional about it and deal it from the emotional perspective; and leads in emotional suffering based on the interpretation of this practical problems. So, what needs to be done over here is try to find out how the employee can view the practical problems and accept it, based on a more object way of looking at things. So, the come the approach of the counselor should be in this way to help the counselee to see situations more objectively rather devoid of certain negative emotions, because negative emotions are due to the counselees own irrational ways of looking at things.

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Ethical principles of counseling and psychotherapy

- *Fidelity: honouring the trust placed in the practitioner*
- *Autonomy: respect for the client's right to be self-governing*
- *Beneficence: a commitment to promoting the client's well-being*
- *Non-maleficence: a commitment to avoiding harm to the client*

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Next we will try to see the like some of the things, which are very important as a counselor, which they should be possessing are some important skills, which are asset of attitudes which should be there by the counselee. Counselor is first is respect a sense of respect for the counselee in whatever condition he or she is, so count respect for the counselee sense of understanding for the counselee. Next important is sense of sincerity and authenticity with how the counselor deals with the problems and non judgmental about the counselee.

Try to accept the counselee, try to listen to the problems very objectively, what the counselee is sharing these are very important parts of attitude required for a counselor. The skills required are of course, very importantly are desistance skills like warm manners, social abdicates. Next is important communication skills and both, which consist of nonverbal communication and active listening also verbal skills, then looking at things objectively.

Next important is maintaining the confidentiality of the situation this is very, very important skill of the counselor being empathetic. So, there is a difference between when you talk of sympathy and empathy, when you are talking of empathy we are giving due respect to the counselor counselee and not trying to help the person. Because the counselee is helpless and having a sort of super power counselor who can make the employee come out of the problems, which speaks of a power determines that if he is in

mine like me being more powerful. And the counselor less powerful, but it is about giving a same platform of respect to the counselee. And trying to listen to the objectively to the counselee's point of view and also trying to visualize the situation from the counselee's perspective that that is called empathy.

Next what happens the according to Carl Roger's there are certain core techniques which are called very core for counseling process to be possessed by the counselor, they are able of ability to structure the structuring the things trying to frame it phrase it as it is happening. Trying to find the links between and connected things active listener, silence it is very important to be silent and because that gives a space for the counselee to speak. So, you have to be very active listener, but silence has to be maintained, so that the other person can talk.

So, responding reflection to particular situations and what the counselee is sharing and questioning and interpretation. So, questioning is one of the very important skills which helps the counselor to know many unknown and untold parts of the problem. So, if counselee is not questioned at intervals, then he or she while sharing things with the counselor may miss out so many important points. So, it is very important like the counselor ask question important questions at intervals to make the communication continue.

And find out more facts which could be helpful for diagnosing the problem and arriving at proper solutions. So, counselee there are again important do's and don'ts for the counselor and these specifically the don'ts have to be very carefully followed. Now, when we are talking of the do's and do not's like because the way counseling the role of counselor is a very challenging role and if the manager has to play that role it is further more challenging.

So, certain because it is for the more challenging for a manager to play a counselor's role also if there is no designated counselor as a psychologist who is doing the a counseling, because employees may come up with various needs issues, and they could be in like they could be your peers, they could be yours subordinates also. And so it is very important in that case to follow the do's and don'ts by the manager. So, and the do's and don'ts they provide the guidelines to the manager about what should be done and what should not be done as the counseling process.

So, first important do is counsel the employee behind closed doors. So, because it is very important that the employee is able to speak freely with a free mind about the things that troubling him a or her at that particular point of time. So, it is very important that it is done in a closed door situation. So, next important do is keeping the conversation confidential. So, because the employee is sharing his or her mind with the counselor and the manager it is very important like it is kept confidential and should not be used later for any purpose otherwise by the manager.

So, taking third important do is, taking proper notes of what the employee is sharing about the troubles that he or she is facing at that particular point of time, so because that will help the counselor to address the situation more objectively. Next important do is do remain objective and not to be sometimes carried away by the emotional situations mentioned by the counselee, but we have to objectively view those situations. Next is do support a positive behavior, so like if you are trying to tell a person about some unproductive behaviors of that person.

So, first we should tell about some good behaviors and then some unproductive behaviors and then maybe again like how those maybe corrected. So, some sort of sandwich model, which helps the employee feel good about themselves and again encourage them to correct the unproductive behavior. Now, some important don'ts are like do not record the conversation, because it is unethical to record the conversation without the prior permission of the counselee.

Because, the counselee maybe sharing some very private part of his life unknown to others with you as the counselor. Next is do not repeat what has been said it is very important not to share with others about the counseling sessions. The it is do not get angry the counselee may say some attacking words to you, because sometimes projections may happen and the counselee projects the image of his or her boss or the spouse or any target on you and may use some abusive languages or attacking words.

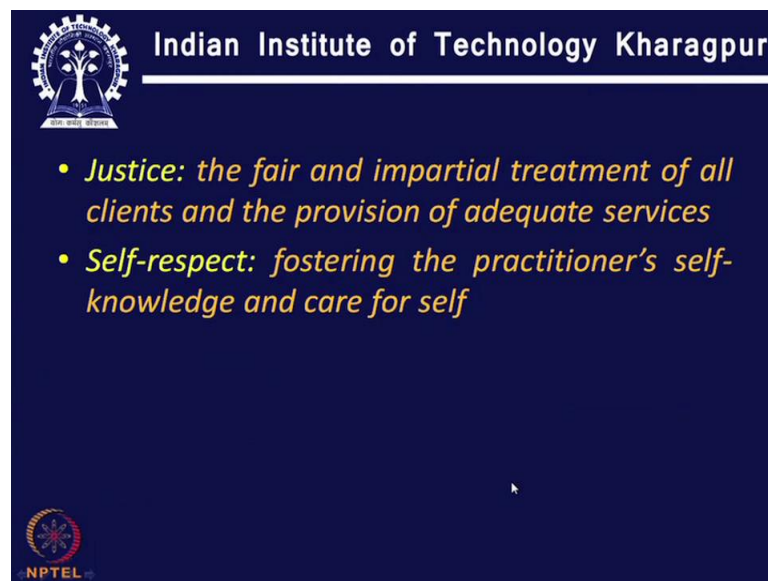
But, as a counselor we need not get angry about it. Do not gossip about what you have heard about the particular employees life because it is really a very painful situation which you which your there to provide help, to help the employee to come out of that situation. Do not make empty promises that you are not able to keep that is another of the

important things, because if you are not able to provide any help then just tell it if you are not able to do some things for the individual tell it.

But, it is not made empty promises and not to kept later on because that will disturb the level of trust which the employee have on you and in case of future counselee sessions. So, these are some of the do's and don'ts which have to be followed particularly by managers who also plays the roles of counselor. Now, you will try to see some of the ethical issues related with the counseling process and psycho therapy. First is feudality that is honoring the trust placed in the practitioner.

Next is autonomy respect for the clients right to be self govern like it is his or her choice to first is to come to the counselor and accept whatever the counselor is telling or not to accept certain aspects of it, beneficence of commitment to promoting the clients well being non malfeasance a commitment to avoiding harm to the client.

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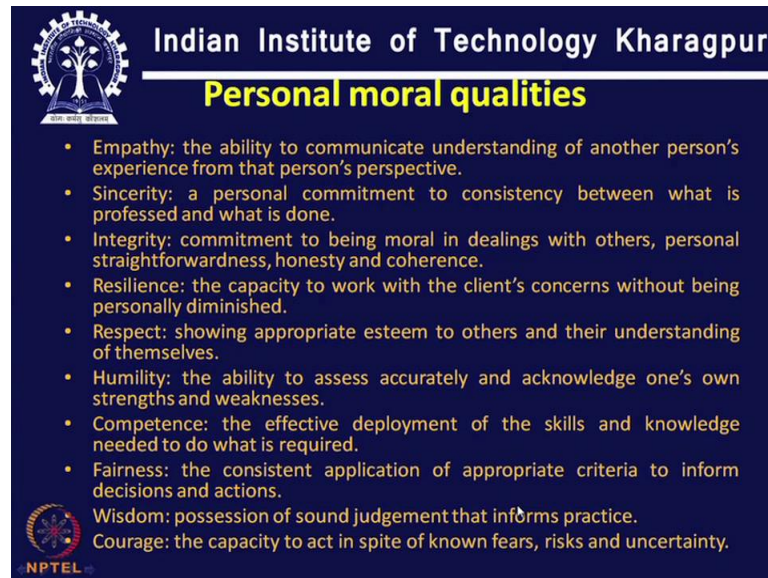
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- *Justice: the fair and impartial treatment of all clients and the provision of adequate services*
- *Self-respect: fostering the practitioner's self-knowledge and care for self*

Justice - the fair and impartial treatment of all clients and the provision of adequate services. Self respect - fostering the practitioners self-knowledge and care for self, these are some of the important ethical issues in counseling process.

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Personal moral qualities

- Empathy: the ability to communicate understanding of another person's experience from that person's perspective.
- Sincerity: a personal commitment to consistency between what is professed and what is done.
- Integrity: commitment to being moral in dealings with others, personal straightforwardness, honesty and coherence.
- Resilience: the capacity to work with the client's concerns without being personally diminished.
- Respect: showing appropriate esteem to others and their understanding of themselves.
- Humility: the ability to assess accurately and acknowledge one's own strengths and weaknesses.
- Competence: the effective deployment of the skills and knowledge needed to do what is required.
- Fairness: the consistent application of appropriate criteria to inform decisions and actions.
- Wisdom: possession of sound judgement that informs practice.
- Courage: the capacity to act in spite of known fears, risks and uncertainty.

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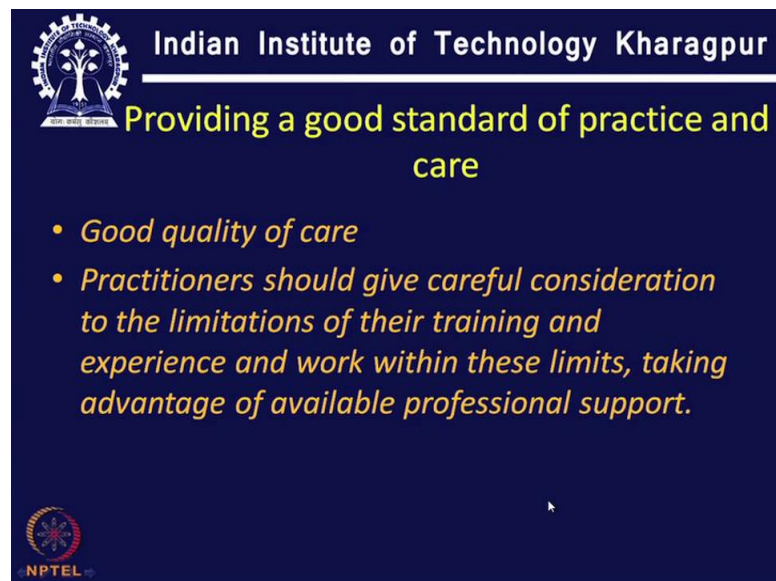
Some of the personal moral qualities which are required is empathy the ability to communicate understanding of another person's experience from that persons perspective. Sincerity a personal commitment to consistency between what is professed and what is done? Integrity - a commitment to being moral in dealings with others personal straight forwardness, honesty and coherence, resilience the capacity to work with the clients concerns without being personally diminished.

So, this is one of the important things again like we have to separate as a counselor, we have to separate our own self from the counselors self. So, that we can look in to the problems objectively, but not get too much like emotionally involved in the process, which disturbs the our own well being and the rational thought process. So, that is very important for us, for the counselors to function properly and dealing the client problems.

Respect it is showing appropriate esteem for others and they are understanding of themselves humiliating the ability to assist accurately and acknowledge one's own strengths and weakness this is also very important. The counselor should know and admit like what his or her limitations are where he or she need to stop and may be hand over the case to more expert person or the appropriate person rather. So, this should be there as a one of the moral qualities of a counselor. Competence the affective deployment of the skills and knowledge needed to do what is required fairness? The consistence application of appropriate criteria to inform decisions and actions. Next we

have wisdom position of sound judgment that informs practice and next of course, is courage where the capacity to act in spite of known fears risks and certainties. So, you have to courage you have the courage of telling the truth sometimes. So, even if like there could be pressures from certain corners to do things otherwise, so that that depends on the courage of the individual functioning as the counselor.

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Providing a good standard of practice and care

- *Good quality of care*
- *Practitioners should give careful consideration to the limitations of their training and experience and work within these limits, taking advantage of available professional support.*

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Providing a good standard of practice and care is another of the qualities ethically qualities required and it talks of good quality of care practitioner should give careful consideration to the limitation of their training and experience. And work within this limits has we have already told, taking and take advantage of available professional support which are there.

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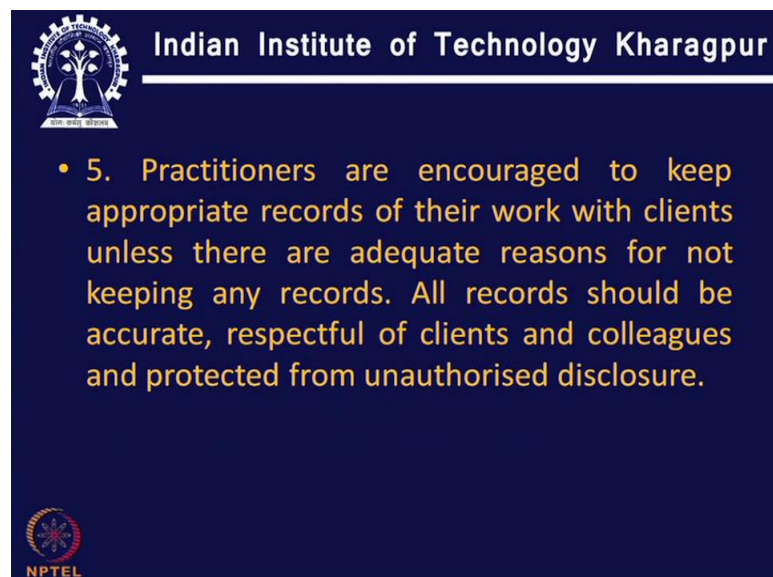
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- 3. Good practice involves clarifying and agreeing the rights and responsibilities of both the practitioner and client at appropriate points in their working relationship.
- 4. Dual relationships arise when the practitioner has two or more kinds of relationship concurrently with a client, for example client and trainee, acquaintance and client, colleague and supervisee.

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Good practice involves clarifying and agreeing the rights and responsibilities of both the practitioner and client at appropriate points in their working relationship. So, dual relationships like when the client is also the trainee and colleagues and supervisee these may have certain overlapping roles and the and what the counselor has to do may be to look each of these roles separately and not mix them up together.

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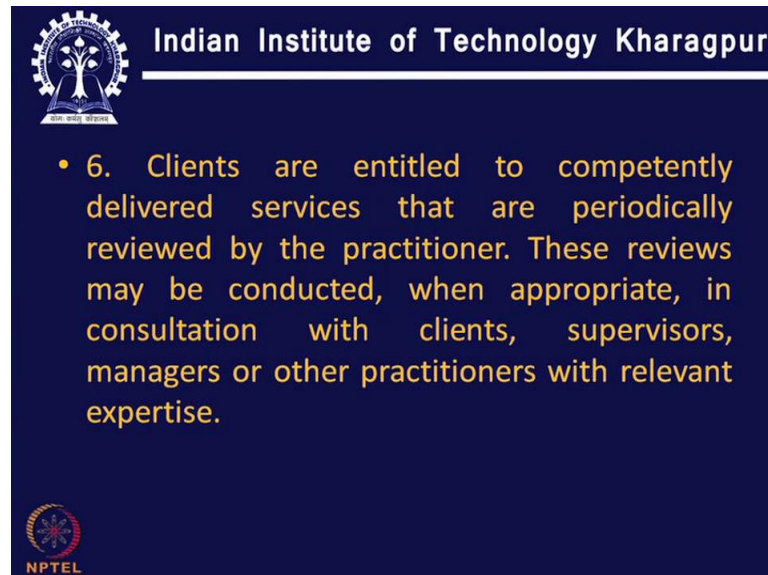
- 5. Practitioners are encouraged to keep appropriate records of their work with clients unless there are adequate reasons for not keeping any records. All records should be accurate, respectful of clients and colleagues and protected from unauthorised disclosure.

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Counselor should be keeping appropriate records of their work with the clients unless there is no adequate reason for not keeping records. So, and all record should be kept in

accurate, which are respectful for the clients and the colleagues and they should be protected from unauthorized disclosure.

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- 6. Clients are entitled to competently delivered services that are periodically reviewed by the practitioner. These reviews may be conducted, when appropriate, in consultation with clients, supervisors, managers or other practitioners with relevant expertise.

So, clients are entitled to be to competently delivered services, and is very important like the practitioner reviews from time to time. And what is the outcome of the things suggested to the counselee like whether it has let to any improvement or not.

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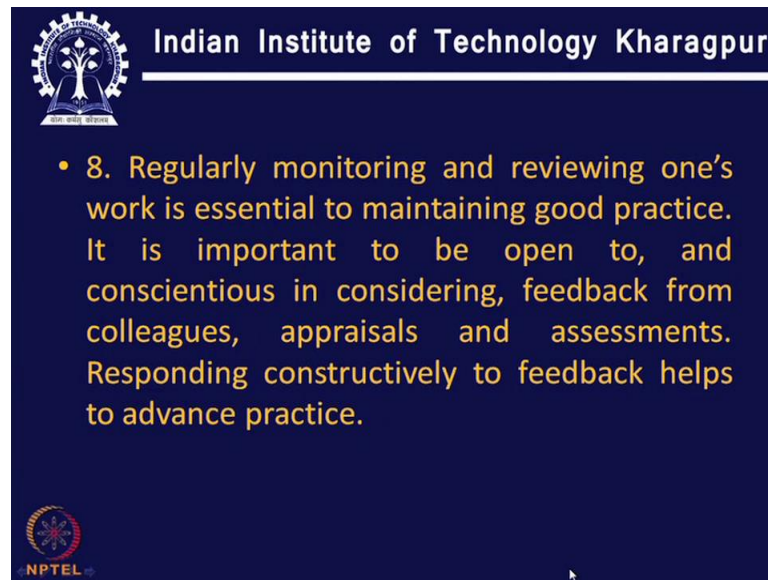
Maintaining competent practice


- 7. All counsellors, psychotherapists, trainers and supervisors are required to have regular and on-going formal supervision/consultative support for their work in accordance with professional requirements. Managers, researchers and providers of counselling skills are strongly encouraged

Maintaining competent practice, so they should like every counselors psychotherapy is should undergo review of and formal supervision of their work with their professional


requirements. So, it is important like they check on their own skills and they keep themselves updated of different happenings improve their own counseling skills to help people in much better way.

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- 8. Regularly monitoring and reviewing one's work is essential to maintaining good practice. It is important to be open to, and conscientious in considering, feedback from colleagues, appraisals and assessments. Responding constructively to feedback helps to advance practice.

 NPTEL

So, it is very important as we have already share to monitor one's own work and take feedback from the colleagues and others about it.

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- 9. A commitment to good practice requires practitioners to keep up to date with the latest knowledge and respond to changing circumstances. They should consider carefully their own need for continuing professional development and engage in appropriate educational activities.
- 10. Practitioners should be aware of and understand any legal requirements concerning their work, consider these conscientiously and be legally accountable for their practice.

 NPTEL

So, like we have to like they can they should be keeping update about the latest knowledge and their own need for continuing professional development. So,

practitioners are also this is very important, they should be aware of any legal requirements concerning their work; and they should be very clear about the legal accountability of their practice.

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The slide features the IIT Kharagpur logo in the top left corner, which includes a tree emblem and the motto 'सत्यमेव जयते'. The title 'Indian Institute of Technology Kharagpur' is at the top, and 'Keeping trust' is in yellow text below it. The main content consists of two numbered points with bulleted sub-points. The NPTEL logo is in the bottom left corner.

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Keeping trust

11. The practice of counselling and psychotherapy depends on gaining and honouring the trust of clients.

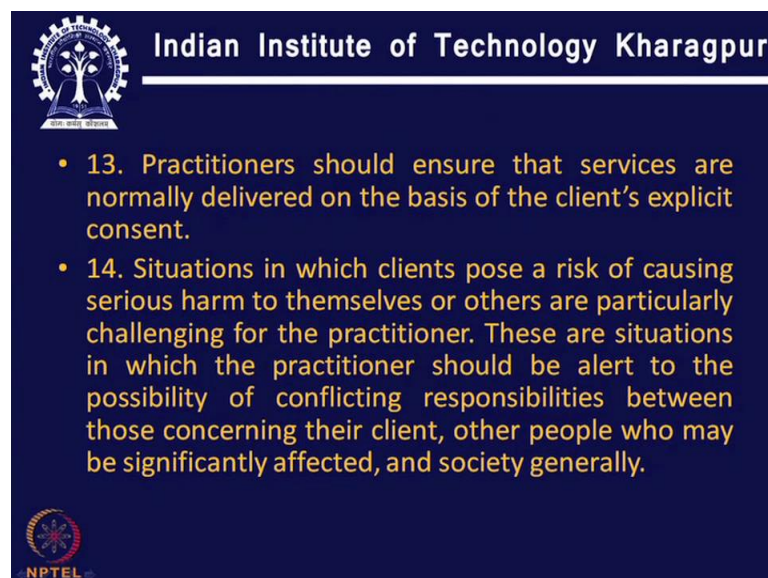
- Keeping trust requires:
 - ■ attentiveness to the quality of listening and respect offered to clients
 - ■ culturally appropriate ways of communicating that are courteous and clear
 - ■ respect for privacy and dignity
 - ■ careful attention to client consent and confidentiality.

12. Clients should be adequately informed about the nature of the services being offered.

NPTEL

Keeping trust of the counselees is very important, so they have to be attentive to the quality of listening and respectful to clients careful attention to clients consent and confidentiality about the problems shared courteousness these are very important things. So, clients should be informed well informed about the nature of services being offered.

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- 13. Practitioners should ensure that services are normally delivered on the basis of the client's explicit consent.
- 14. Situations in which clients pose a risk of causing serious harm to themselves or others are particularly challenging for the practitioner. These are situations in which the practitioner should be alert to the possibility of conflicting responsibilities between those concerning their client, other people who may be significantly affected, and society generally.

NPTEL

So, it is very they they have to be ensure that it is the counseling process is taking place due to the clients explicit consent about the thing and the client is not being forced to the counseling process. So, situations in which the client may pose a risk of causing serious harm to themselves or others are challenging situations and then the counselor should raise an alarm about these situations and make people alert about it.

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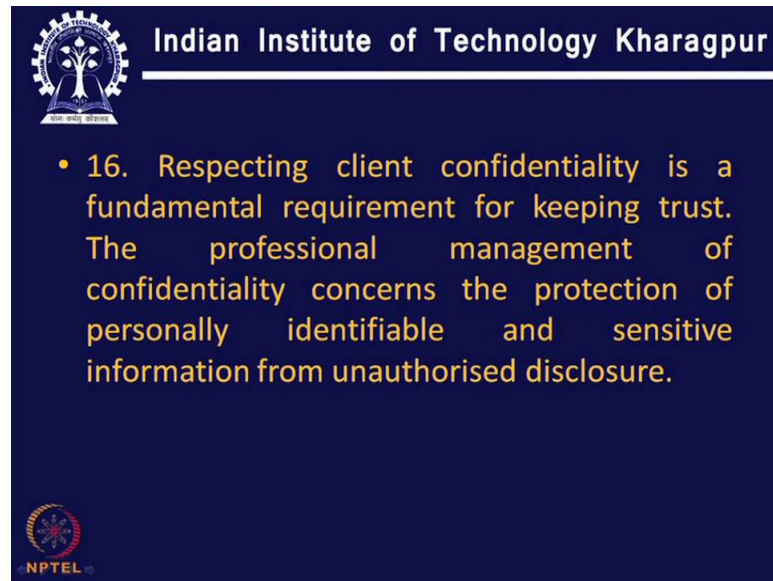
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- 15. Working with young people requires specific ethical awareness and competence. The practitioner is required to consider and assess the balance between young people's dependence on adults and careers and their progressive development towards acting independently



So, like when counseling young people it is very much required like the to keep a balance between young people's dependence on adults and careers and towards the progressive development towards acting independently.

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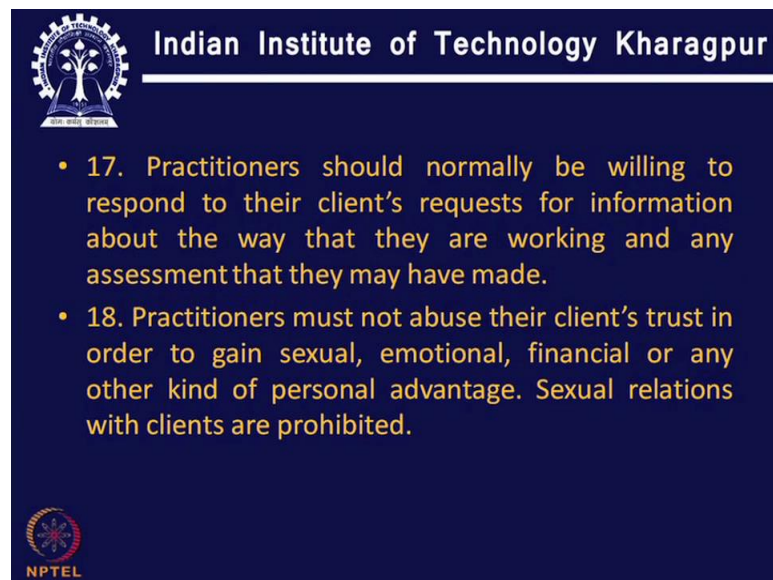
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- 16. Respecting client confidentiality is a fundamental requirement for keeping trust. The professional management of confidentiality concerns the protection of personally identifiable and sensitive information from unauthorised disclosure.

NPTEL

So, again repeatedly we are talking of confidentiality, because we should not we as a counselor should not be sharing information and protect information from sensitive information from unauthorized disclosure.

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- 17. Practitioners should normally be willing to respond to their client's requests for information about the way that they are working and any assessment that they may have made.
- 18. Practitioners must not abuse their client's trust in order to gain sexual, emotional, financial or any other kind of personal advantage. Sexual relations with clients are prohibited.

NPTEL

So, practitioners should be willing to respond to the clients request for information about how they are working and how they have any assessment they have made about it. So, important points is like that the clients should not be taken like the practitioner should


not abuse the client's trust. In other words speaking by in order to gain sexual emotional financial or any kind of personal advantage, sexual relations with clients are prohibited.

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- 19. Practitioners should not allow their professional relationships with clients to be prejudiced by any personal views they may hold about lifestyle, gender, age, disability, race, sexual orientation, beliefs or culture.
- 20. Practitioners should be clear about any commitment to be available to clients and colleagues and honour these commitments.



So the, it is a purely professional relationship and the practitioner should not allow the professional relationships to be over shadowed by any personal views that they may hold about the life style gender, age disability, sexual orientations beliefs or culture about the clients. So, practitioners should be very clear about their commitment to the clients and colleagues and honor their commitments.


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Questions

- Define Stress. Describe an Organizational Stress model with special emphasis on Organizational Role Stress.
- What are the Stress outcomes? Describe the moderators of Stress. Explain with examples Stress prevention and management techniques.
- What is Employee counseling? What are the types of counseling? What are the do's and don't's of counseling.
- What are the ethical principles of Counseling and psychotherapy? What are the moral qualities required of a counselor- Describe with suitable examples.



Based on this discussion we will now have a look into the questions like define stress describe an organizational stress model with special emphasize on organizational role stress. What are stress out comes, describe the murderesses of stress, explain with examples stress prevention and management techniques. What is employee counseling, what are types of counseling, what are the do's and don'ts of counseling, what are the ethical principles of counseling and psychotherapy.

What are the moral qualities required of a counselor, describe with suitable examples. We hope like after this discussion on the session and stress and counseling it helps us to understand better the employees the situations in the work place what makes them more stressful try to prevent those things if possible. And if it is already taken place and the situation is stressful the processes of counseling the do's and don'ts of counseling will help us to be equipped us more as a future manager to provide help to the people to with a sole purpose of making them come out of those situations or making the people more equipped to face situations in a more rational way interpret things in a more light. And adjust with their own life situations be happy in their life situations; and in the family situations and be good an asset for the organization and lead to own personal growth.

Thank you.