

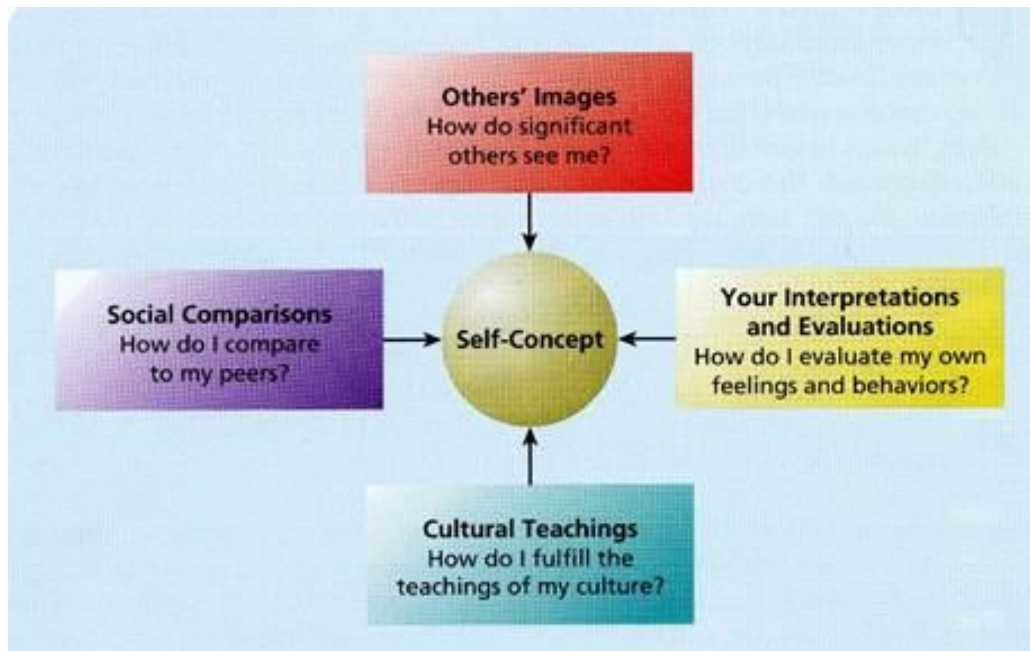
Interpersonal Communication & Counselling

Verbal & Non-verbal Communication

- Communicating with others
 - 'When we speak we rarely trust words alone to convey our messages. We shift our weight, stand close to the other person or far away, wave our arms, smile or frown, speak loudly or softly, touch or don't touch, or use other nonverbal behaviors to emphasize or clarify what our words mean. We communicate by the way we sit or stand, straighten our clothing, place our hands, manipulate a glass, and so forth. Consciously and unconsciously we use nonverbal behaviors to communicate our feelings, liking, and preferences as well as to reinforce the meaning of our words...' ... (Johnson (2000) p.193.

Non-verbal Communication

- Non-verbal information about your inner states – emotions, feelings, moods – takes place through five basic channels:
- Facial expression
- Eye contact
- Body movements
- Posture
- Touching
- Many people have great difficulties in communicating clearly and accurately to other individuals how they feel, despite the fact that *awareness, acceptance, and expression of feelings are crucial for psychological health and for building and maintaining fulfilling relationships*. Expressing warmth and liking is especially important... (Johnson (2000) p.193.
- So, verbal and non-verbal communication is important in our relationships with others, including counsellors.
- Given the importance of both verbal and non-verbal communication today we shall focus on two important aspects of our interpersonal communicating, (1) self-disclosure and (2) feedback.



- Risk, Trust, and Caring
 - Entering any new relationship is felt as risky. Therapists know this and also know how to approach this in a way that will help the client to better explore themselves, help reveal themselves (to themselves!) and their problem.

The Johari Window

- A conceptual model of the self-"The Four Selves"
- Connections between self and others.
- Four Quadrants.
- Self-disclosure and feedback.
- Our self can be enlarged or diminished.
- Therefore, RELATIONSHIPS are central to our lives and well-being.
- Relationships and self-worth.



- The arena
 - The 'Open Self'

- Contains all the:
 - Information
 - Attitudes
 - Feelings
 - Desires
 - Motivations
 - Ideas
- Which are known by me AND YOU about ME.
- This influences communication.
- We freely share this and so these aspects of myself are available for others to respond to.

Openness

- With whom we are interacting and...
- The Context
- The larger the arena the greater will be our communication effectiveness.
- The larger the Arena, the more probable it is we will be perceived as *genuine*.
- What we are is what we are *seen* to be, and what we are seen to be is *what we are*.
- The larger the Arena the easier it will be to get to know a person, because there is more there to contact.
- Conversely, the smaller the arena...

The Blind Spot

- Others know we are like this but we are unaware.
- Hence the “bad breath” area.
- Who wants to hear that they have bad breath? How would you respond to being told you have bad breath?
- We are “touchy” about issues in this area. We show our defensiveness/fear.
- Others avoid it or TRADE ON IT TO “to get at us” because they know we are *vulnerable*.
- I can only get to know about these “shortfalls” in my personality through FEEDBACK.
- BUT...your INTENTIONS are absolutely crucial in the effect of the feedback.
- WHAT you say and HOW you say it are crucial. Both elements are important.
- Being NON-JUDGEMENTAL is essential in counselling. (& other relationships)
- You’re wanting to SUPPORT me is essential, otherwise the feedback can be DESTRUCTIVE, HURTFUL, and REGRESS THE RELATIONSHIP.