

COUNSELING: PROBLEM SOLVING

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➤ COUNSELING SESSION BEHAVIORS

Opening a session

- Invite the student in and exchange greetings
- Explain confidentiality

Closing a session

- Make a **summarization** statement
- Request any other **questions** and offer future help
- Request **feedback** on the outcome of current problem
- Make **farewell**

➤ PROBLEM-SOLVING BEHAVIORS

1. **Ask** an open-ended question to state the problem
2. **Define** the problem
3. **Explain** the problem-solving process
4. **Request** alternative solutions
5. **State** counselor's alternative solutions
6. **Summarize** the identified alternatives
7. Request **additional** alternatives
8. **Analyze** the consequences for each alternative
9. Request an **evaluative** statement for each alternative
10. **Select** the best alternative(s)
11. **Determine** the student's satisfaction with selected alternative
12. State **support** for the student's decision
13. Ask if **help** is needed to act on the decided alternative