

# STUDY GUIDE

## COU211

### Introduction to Helping Skills

The following questions should be answered as complete as possible, yet concise:

1. Name Maslow's five levels of human needs and give an example of each.
2. What are some of the advantages a non-professional helper would have over a professional helper?
3. Explain the difference between structured and non-structured helping and give an example of each.
4. In what ways can the process of helping help the helper?
5. Why is it important for a helper to be aware of himself and his values?
6. Discuss the helper's role in assuming responsibility for both his and the helpee's behavior.
7. What is meant by empathy?
8. Name four models of helping and give a brief description or example of each.
9. There are six essential conditions for helpee development. What are they?
10. Self-disclosure is a form of helper openness. What is the essential purpose of a helper's self disclosure?
11. How much should the helper disclose about himself?
12. Three aspects of openness are genuineness, authenticity, and congruence. What is meant by each?
13. What does one mean by "unconditional positive regard?"
14. Discuss the usefulness and limitations of a counseling theory.
15. There are four main dimensions of a helping relationship. Name them and give an example of each.
16. What are some common errors of helpers in using questioning in the clarification stage?
17. What are some of the purposes or roles of summarization in a helping relationship?
18. Name the seven skill clusters of helping skills for understanding.
19. Name four subcomponents of attending.
20. What are the four major listening skills?
21. What is the main purpose for each of the four major listening skills?
22. What do we mean by "leading," and what is its purpose?
23. Focusing is a type of leading. What is the purpose of focusing.
24. Give an example of "focusing."
25. Give a summarization for question-type leads.
26. What essentially is the difference between paraphrasing and reflecting?
27. What is the value of confronting?
28. Name five ways a helper may confront a helper.
29. What are some of the risks involved in confronting?
30. In discussing the role of advice-giving, when is it most appropriate? Most inappropriate?
31. Name five skills for comfort and crisis utilization.
32. Give three limitations and cautions in using reassurance.
33. Helping skills for positive actions refer to action outcomes of problem-solving, decision-making, and behavior changing. Name four specific kinds of behaviors represented by the acquisition of skills.

34. Give a brief description of a problem-solving process.
35. Name four behavior changing skills.
36. Give a brief explanation as to how specific helpee behaviors may be extinguished.
37. What essentially is the differences between negative reinforcement and the use of aversive control skills?
38. We discussed a model of helping which incorporated problem-solving, skill-development, life planning and awareness. Name the eight stages of this model and give a brief decription of each including the purpose or goals of each and how these goals may be achieved (this question counts as three questions).