

# STUDY GUIDE

## COU212

### “The Helping Interview”

- 1) Identify two external factors and atmosphere which should be considered for the benefit of the counselee.
- 2) Our goal is to provide the atmosphere that will prove most conducive to \_\_\_\_\_.
- 3) \_\_\_\_\_ and \_\_\_\_\_ are external conditions which should be avoided.
- 4) There are two internal conditions necessary to be considered for an adequate counseling atmosphere. What are these conditions?
- 5) As a helper, why is knowing ourselves important in the helping interview?
- 6) The helping interview is more an art and a skill than a science. What do you think this means?
- 7) Why should we as a counselor be reluctant in using the terminology, “problem.”
- 8) We discussed the helping interview as having three main stages. Name the three stages and briefly elaborate on each.
- 9) Discuss the use of silence in the helping interview. Give several purposes of silence, including those which are positive and those which are negative.
- 10) Give a brief description of three styles of closing an interview.
- 11) At best, the helping interview will provide the interviewee a meaningful experience leading to change. The experience is the \_\_\_\_\_. \_\_\_\_\_ is what hopefully results from this relationship.
- 12) What are the two basic questions concerning change?
- 13) Identify five characteristics of an effective interviewer.
- 14) Identify four goals of listening.
- 15) What is meant by empathy?
- 16) Note-taking is an integral part of the interviewing process. What are three purposes of note-taking?
- 17) What are three “don’ts” of note-taking?
- 18) What is the counselor’s major ethical responsibility toward the counselee concerning notes?
- 19) Discuss three ways in which we as helpers can understand the helpee.
- 20) Discuss the use of questioning in the helping interview.
- 21) When should questioning be utilized?
- 22) When should questioning be avoided?
- 23) Name three different types of questions and give a brief description of each.
- 24) Discuss the use of “why” questions in the helping interview.
- 25) “Why” questions communicates that the interviewee has done \_\_\_\_\_ or has behaved \_\_\_\_\_.
- 26) What is an example of an open question? A closed question?
- 27) Should the counselor reply to every question of the interviewee? Why?
- 28) What are some obstacles to effective communication?
- 29) What can be the result of the counselor talking more than the counselee?

- 30) What are some possible implications of a counselor talking too little?
- 31) If the little you say enables the interviewee to release feelings and to express ideas, you may have achieved good \_\_\_\_\_.
- 32) A basic factor in communication relates more to the \_\_\_\_\_'s behavior than to the \_\_\_\_\_'s behavior.
- 33) What are three reasons why an interviewee might stop talking after the relationship is established?
- 34) There are six "Interviewee-centered" responses and leads. What are they?
- 35) What is the purpose of restatement?
- 36) What is the purpose of reflection?
- 37) Identify 5 interviewer-centered leads and responses.
- 38) How can suggestions be helpful in a counseling setting?
- 39) What role does "advice" play in the helping relationship.
- 40) Give a brief discussion of the pros and cons of advice-giving.
- 41) What is meant by "moralizing" in the counseling session?
- 42) What is the purpose of urging in the helping interview?
- 43) Identify five authority leads and responses.
- 44) When using authority leads and responses, the interviewer sees himself as the authority. He defines his role as a helping one. Helping in this respect means to \_\_\_\_\_, to \_\_\_\_\_, and if necessary, to \_\_\_\_\_.
- 45) What role can humor play in the counseling session?