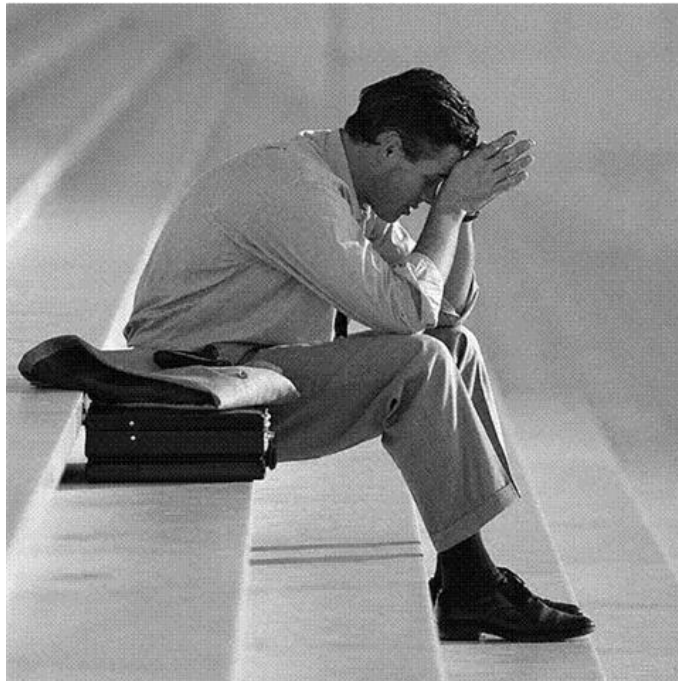


Counseling



The First *Secret*
to counseling is
LISTENING



The Second *Secret*
to Counseling is
**NEVER GIVE
ADVICE!**



L - LISTEN! LISTEN! LISTEN!

I -
S -
T -
E -
N -



L - Listen! Listen! Listen!

I - INFORMATION (Get Information)

S -

T -

E -

N -

He may not know
all the facts or
know the resources
he has available



L - Listen! Listen! Listen!

I - Information (Get Information)

S - SUMMARIZE (In your own words)

T -

E -

N -

Summarize what
he's trying to say
in your own words



L - Listen! Listen! Listen!

I - Information (Get Information)

S - Summarize (In your own words)

T - TRY TO UNDERSTAND

E -

N-



Do I understand
what he is trying
to say?

L - Listen! Listen! Listen!

I - Information (Get Information)

S - Summarize (In your own words)

T - Try to Understand

E - ENCOURAGE ALTERNATIVES

N-



Ask him to think of
different ways to
approach the problem

L - Listen! Listen! Listen!

I - Information (Get Information)

S - Summarize (In your own words)

T - Try to Understand

E - Encourage Alternatives

N- NO ADVICE!



Help him
arrive at his
own solution

- Was the counselor a good listener?
- Did he give advice?
- Was he able to keep the person talking?
- Did he help the person to come up with one or more solutions?
- Did he question just enough? Too much?
- Do you think the person was helped with his problem?