

Counselling Skills for ELSAs

The 3 keys to success:

- Stay with the feelings
- Create a reflective space
- Don't fix the problem!





- Attend to the message beyond the words
- Notice and acknowledge the feelings a child is showing (facial expression, tone of voice, body language)
- Adjust your tone and expression to fit with theirs
- Reflect back a feeling that might match what you are hearing ('When I hear that I have a sad feeling; I wonder if that's how you feel')
- Picking up their emotions helps the child know they have been heard
- Focus on feelings as much as facts
- Take time to build rapport
- Trusting relationships bring healing



Create
a
reflective
space

- Pause for thought; avoid rushing to fill the silence
- Leave time for the child to process their thoughts and feelings
- Reflect back key points of the message you are hearing (sometimes using their own words)
- Wonder aloud, in place of too many questions, to invite but not require comment ('I wonder what you were thinking as that happened')

