
Administration of Commissioner Service

**Instructors:
Jack Sears – John Kiernan**

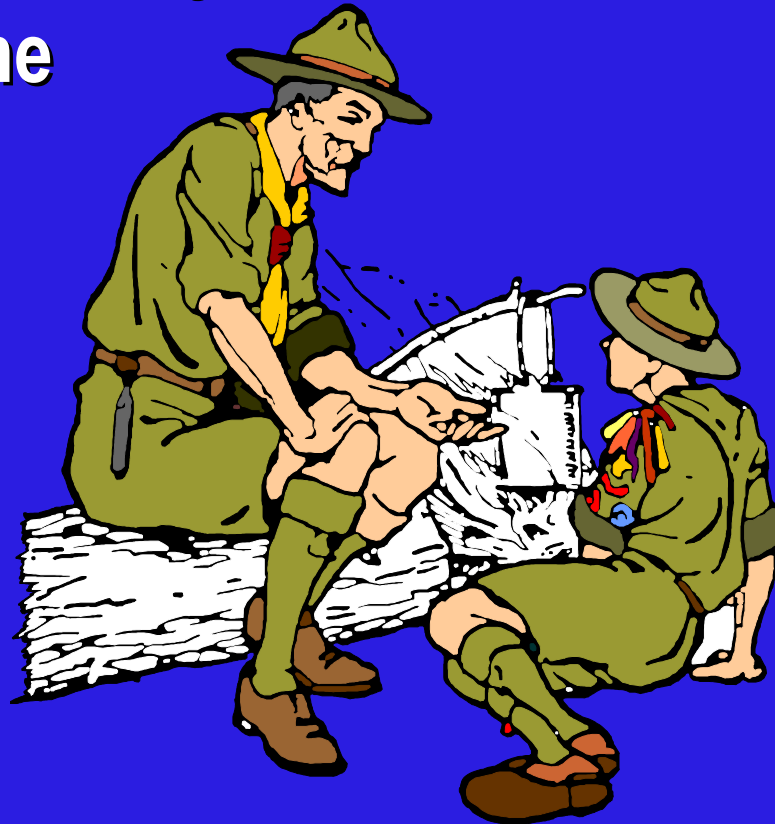
Counseling Skills

Instructor: John Kiernan

Introduction

Strengthening a unit = strengthening leadership

Any leader may benefit from counseling at a given time



What is Counseling?

Listen / react to help others solve their own problems

Help others arrive at the right answer

Counsel when:

Someone needs encouragement

Help solve a problem

Interpret facts

Resolve indecision or confusion

Elements of Good Counseling

Time, place, atmosphere

Listen

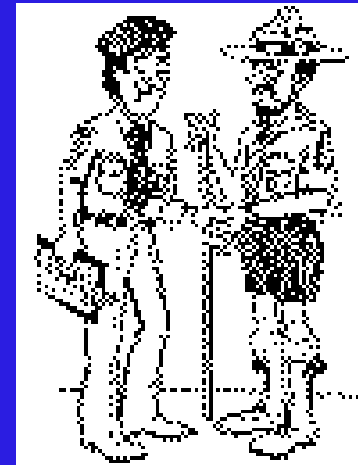
Understand

Really hear

No (or little) advice

Summarize

Provide data



Good Counseling Tips

Encourage several solutions

Reflect feelings

Use positive body language

Know your own biases

Avoid making judgments

Avoid anger



Making Suggestions

Use a question

Often more accepted

Question should relate to what speaker is saying



Questions?

What are some good questions?

Unit leader says he is not getting real help from the unit committee

Cubmaster says that none of the men in the pack will respect her leadership

Pastor bemoans the fact that the church board doesn't understand why the troop that meets in the church does the things it does

A crew advisor says the crew officers don't take any initiative in running the crew

Role-Playing

Divide into teams of three

One counselee

One counselor

One observer / evaluator



Discuss a real problem (4 minutes)

Evaluate the *counseling* (2 minutes)

Switch roles

Summary Of Good Counseling

Time and place with no interruptions

Understand what the leader is saying

Let the leader know you hear/understand

Do not give advice!

Summarize from time to time/keep on track

Support thinking with information

Resources: *Commissioner Fieldbook*



Questions?

