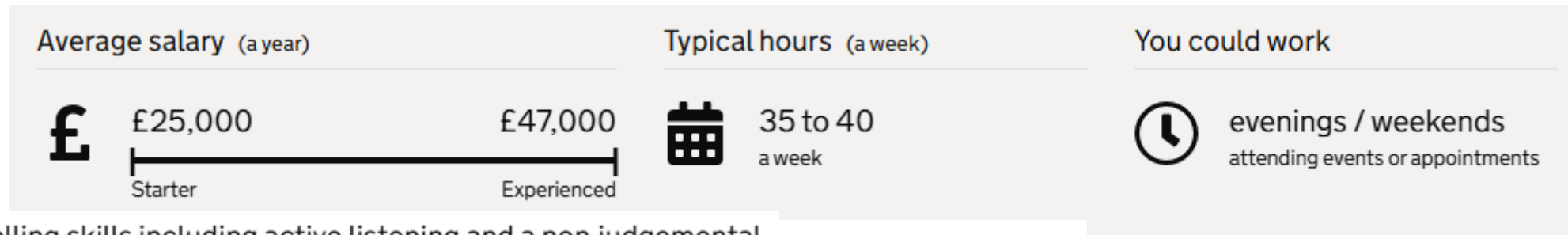


# Counsellor

Counsellors help people talk about their situation and feelings in a safe and supportive way, and help them to cope and make positive changes.



**Skills**

- counselling skills including active listening and a non-judgemental approach
  - knowledge of psychology
  - the ability to understand people's reactions
  - excellent verbal communication skills
  - customer service skills
  - patience and the ability to remain calm in stressful situations
  - sensitivity and understanding
  - the ability to accept criticism and work well under pressure
  - to be able to use a computer and the main software packages competently
- counselling organisation
  - discuss and agree what to cover in sessions
  - build trust with a client in person, online or over the phone
  - listen carefully, ask questions and check understanding of the issues
  - help your client to talk about their feelings, see things more clearly and find ways to cope
  - empathise but challenge when necessary
  - keep confidential records