

“Through this communication of feelings of respect, tolerance, spontaneity, and warmth, the counselor initiates, facilitates, and maintains the interactive process.” (Perez 1965)

- the counselor establishes a safe space
- the counselee may share his or her dilemma, and the counselor will listen
- the counselee also listens to the points of the counselor

“Counseling is a process by which a troubled person (the client) is helped to feel and behave in a more personally satisfying manner through interaction with an involved person (the counselor) who provides information and reactions which stimulate the client to develop behaviors which enable him to deal more effectively with himself and his environment.” (Lewis 1970)

Counseling is a relational and interactive process because its success does not depend on the counselor or the client alone. Both have to work together to achieve progress and healing.

Potential Outcomes of Counseling

Resolution

- achieving an understanding or perspective on the problem
- arriving at a solution or new perspective on the problem or dilemma
- taking action to change the situation in which the problem arose

Learning

- new understanding of oneself or one's issue at hand
- new skills needed to deal with the problem
- new methods or strategies for coping

Social Inclusion

“Counseling stimulates the energy and capacity of the person as someone who can contribute to the well-being of others and the social good.” (McLeod 2004, 16)