

**SOS POLITICAL SCIENCE AND PUBLIC
ADMINISTRATION**
MBA HRD –406(a) Optional Paper

**SUBJECT NAME: COUNSELING SKILLS
FOR MANAGERS**
UNIT-II

**TOPIC NAME: COUNSELING TYPES &
PROBLEMS**

Counseling Definition

When you think about **mental health counseling** do you imagine a long couch and a silent doctor writing notes on his clipboard? This may have been true in the psychoanalysis days of the well-known Sigmund Freud, but today it is not. **Counseling**, often referred to as **therapy**, has developed significantly through research and treatment experience by counseling psychologists and psychiatrists. Treatment methods and techniques have been developed through more recent counseling theories.

Counseling Theories and Therapies

Since the time of Freud, psychologists have developed many theories about how best to approach helping others in counseling. Most of these theories are based on a combination of the views of the psychologist that created them and generally accepted psychological theories.

Some of the major counseling theories and techniques today are listed below.

- **Psychoanalytic theories and psychoanalysis**
- **Cognitive-behavioral therapy**
- **Existential therapy**
- **Person-centered therapy**

1. As you can see, Sigmund Freud's **psychoanalytic theories** of counseling are still used today! These theories have evolved significantly since the time of Freud, but are still used in the counseling setting. This type of therapy often focuses on childhood memories, unconscious thoughts and feelings and exploring a client's resistances to therapy.
2. **Cognitive-behavioral therapy** is one of the most widely used therapies today. This theory is based on the idea that all problematic behaviors are learned and thoughts and behaviors can be modified in counseling therapy. Therapists using cognitive-behavioral theories are goal-oriented and work with the client to modify behaviors that are causing emotional difficulty and problems for the client.

3. Counseling using **existential therapy** focuses on the client's personal experiences and personal thoughts on the meaning of life. Therapists using existential theories believe in a client's freedom to choose their own lifestyle free from anxiety.

4. We saved **person-centered therapy** for last. Also called **humanistic therapy**, this person-centered method is easy to remember because it focuses on the uniqueness of every client. Because every client is unique, person-centered therapists may use other theories and therapies when they apply to the client's situation. Person-centered therapy emphasizes that humans are naturally good, positive and trustworthy. Due to this view, these therapists focus on self-exploration with their clients.

Types of Counselling:

1. Directive Counselling:

Under directive counselling the counsellor issues certain instructions to the counsellee or he is directed to do certain things e.g.: he is asked to behave in a particular manner, asked to abstain from alcohol or drug, asked to respect his colleagues and superiors.

2. Non Directive Counselling:

Under non directive counselling counsellor does not issue directions but observe the behaviour and attitude of the counsellee towards his work and his colleagues and superiors and subordinates. If he errs then counsellor comes to his rescue and corrects him realizing him that he was wrong. He will not issue him any instructions or will not direct him.

Types of Counselling-2

3. Cooperative Counselling:

This is a kind of counselling that can be done through extending full cooperation to the counsellee and makes him realize his mistakes relating to his behaviour and attitudes so that he himself will be back on the track and improve himself. It is winning the heart of the counsellee through cooperation. His confidence will be won by the counsellee and he in turn will extend his cooperation and become self disciplined.

4. Marital and Family Counselling:

Employees need counselling in respect of marriage and family problems. The troubled employees can discuss out their problems with the counsellor who can take them into confidence and prescribe solutions for their ills.

Problems That Need Counselling:

1. Inferiority Complex:

2. Drinking Habits:

3. Drug Addiction:

4. Mental Worries:

5. Disturbed Family Life:

Swot Analysis:

- Strength:
- Weaknesses:
- Opportunities:
- Threats:

The following are the problems that need counselling:

1. Inferiority Complex:

Some employees suffer from inferiority complex. The employees who suffer from this complex consider themselves as incompetent as compared to others. It is a feeling of insufficiency. Extreme feeling of inferiority complex is bad. It affects productivity adversely. It deprives the employee many benefits in life and puts him to losses.

Inferiority complex arises out of comparison. If comparison is avoided, this feeling gets vanished. If an employee is trapped under the influence of this feeling then he needs counselling. Counsellor in this case should try to convince the affected employee of his own strength, self power and self importance.

2. Drinking Habits:

Drinking or alcoholism is a very common problem faced by the employees. It disturbs the family, social and work life of the employees. It is a serious threat to the work environment of the organisation. It is very difficult to get rid of drinking habits of the employee.

It requires lot of courage and determination on the part of an employee to stop drinking. The employees start drinking on account of any reason. No strong and reasonable cause is necessary to start this dirty habit. Once the person has developed this habit, it is very difficult for him to get rid of it.

Counsellor finds it very difficult to deal with such people. But sincere effort on his part may yield some fruits. The counselling in such cases takes more time to bring back the counsellee on track. Counsellor must develop good acquaintance and friendship with drunkards.

3. Drug Addiction:

In modern times this is a very serious problem which has affected the young people at the workplace. Drug addiction has led to many evils. This is more serious a problem than drinking. It tears the fabric of peaceful life. The main reason of drug addiction is the parents their lack love, affection and care of their children. This drives them to drugs. There are few more causes e.g.: company of bad people, lack of affection in the family, depression, tensions, lack of self confidence etc. Drug addiction changes the behaviour of the addict severely. He faces the financial crunch.

He becomes arrogant. It is the most difficult task to deal with drug addict. Counsellor has to face an uphill task in counselling these people. It requires immense efforts and patience on the part of counsellor. Drug addicts must receive timely help from the counsellor and physician both. It is actually a task of psychiatrist to deal with such people. Changes in his behaviour are to be brought. Drug addict is to be motivated and encouraged to leave the habit. A lot of sincere efforts are required in this regard.

4. Mental Worries:

Many problems are the creation of human mind and they start worrying. These problems disturb the mental peace of the person. The person cannot get job satisfaction and cannot contribute his hundred percent to the production also. In Indian industries there are more than one union. These rival unions sometimes victimize the members of other unions. The inter union rivalry disturbs the peace of mind of the members and they worry all the while.

The victims of these unions get depressed. The worries of these employees can be removed through timely counselling. They need proper guidance from the someone who cares. Remaining unmarried for long time or to wait for marriage also become the cause of worries. There is a chance of sexual perversion in case of these people.

Usually young people are in the grip of worries. These problems if not traced and counselled on time may lead to alcoholism and drug addiction also. They need timely guidance from the counsellors. These people should be closely observed and should be kept in group or be allowed to work in a group.

4. Mental Worries:2

Some employees get ill treatment from their superiors. These ill treatments also become the cause of worries to the employee. They are the victims of injustice done to them by their superiors. Sometimes on the basis of biased reporting by the superiors get deprived of many benefits and rights.

This deprivation leads them to extreme depression and may very often become victim of alcoholism or drug addiction. The timely interference and restoring his lost benefits by the counsellor put back the employee on track.

Self help is the best help. One should be able to develop sustainability so that he can stand under any circumstances. Self development is the best development. There are many methods of self development. One should stand on his own. Each one has an inner urge for self development.

Change cannot be arrested. It is continuous. One should aware of the change and face it boldly and courageously and should not lose confidence. For self development one should make his/her swot analysis to know one's strengths, weaknesses, opportunities available present and future and the possible threats in his way.

5. Disturbed Family Life:

Everyone has to face problem cropped up in his family life. Serious problems of family disturb peace of mind. Employees facing such serious family problems cannot work properly at the factory. They are under tensions. Counsellors should take these employees into confidence and know the problems and their causes and try to remove them. These problems do not pose a serious threat and can be dealt with effectively. This is comparatively an easy task.

Swot Analysis:

Swot analysis means knowing one's strength or strong points in him, weaknesses present in him, the opportunities available and the threats he has to face.

Strength:

Strength is the first ingredient in the swot analysis. Strength includes knowledge, ability, competence, skill, experience, decision making prowess, attitude, techniques and methods. One should make analysis of his strength. He should know what are the areas where he is competent and can be able to handle the things effectively or perform the jobs successfully. Strength is a precious asset of an individual with the help of which he can fight out anything coming in his way and win over. Simply boasting on your proud possession of strengths is not sufficient you should develop your acumen.

Weaknesses:

One should spot his weaknesses seriously and make their analysis. Some of them can be easily improved upon. One should try to do that first and convert them into your strength. Lack of knowledge can be improved upon by gaining it. Skills can be acquired through training. Many things can be learned through experience and by observing as to how seniors come over or win over the circumstances. Discussions, reading, seeking advice can remove the weaknesses inherent in the person.

Opportunities:

The third ingredient of swot analysis is opportunities. There are several opportunities available to the person of competence and knowledge. One should know his potential and go ahead to grab opportunity available to him he will succeed in his venture. One should not look back then. Opportunities should not be missed.

The chance once lost will seldom come again. Opportunities are to be traced and grabbed. There are many in service opportunities also. One should not miss them. Negligence on the part of an individual land him in trouble. Organisation provides many opportunities to its employees to rise make their career grow.

Threats:

The last ingredient of swot analysis is the threats. One should spot and identify the real threat and not the imaginary one. Your rivals and colleagues in the employment may be a threat to you or your seniors may deny you an opportunity and pose a threat to you. But one should not be shaken by all these. Do not allow yourself to be taken out by them.

Face the threats boldly and fight them out. If you are on right path success is yours. You should plead your case before the authority and demand justice. Do not tolerate injustice. Only cowards can do that. Prepare to face them boldly and go to any possible and legitimate extent to fight them out.

Don't be complacent. Don't get satisfied with small success. Prescribe sky as the limit. Always aspire high. Always think that the next day is the new day with full of challenges and have to meet them. The attitude will get you high. Try to give your best every day.

If one has done his swot analysis seriously and perfectly he will never face any trouble, he will never come across depression, frustration and will not fall a victim to bad habits of drinking or drug addiction etc. and he will not require any counseling efforts by anyone but will become a role model for others. It is a sure way to success.