

English for Counseling

Developing Professional Speaking Skills
for International Client Engagement



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English for Counseling: Developing
Professional Speaking Skills for International
Client Engagement

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KATA PENGANTAR

Puji syukur ke hadirat Allah Swt. atas segala rahmat dan karunia-Nya sehingga buku berjudul *English for Counseling: Developing Professional Speaking Skills for Internaional Client Engagement* ini dapat disusun dan diselesaikan dengan baik. Buku ini disusun sebagai salah satu upaya untuk menyediakan bahan ajar Bahasa Inggris yang kontekstual dan relevan bagi mahasiswa Bimbingan dan Konseling di perguruan tinggi, khususnya dalam mengembangkan keterampilan berbahasa Inggris untuk keperluan komunikasi profesional.

Buku ini dirancang dengan pendekatan *English for Specific Purposes (ESP)* dan berorientasi pada *Outcome-Based Education (OBE)*. Materi dalam buku ini menekankan integrasi keterampilan membaca, penguasaan kosakata, dan praktik berbicara melalui berbagai konteks percakapan konseling. Setiap bab disusun secara sistematis, mencakup *learning outcomes*, penguatan kosakata, teks bacaan, *language focus*, model percakapan, latihan menulis, aktivitas berbicara, refleksi, dan rangkuman bab. Dengan pendekatan tersebut, diharapkan mahasiswa mampu mengembangkan kemampuan komunikasi yang empatik, etis, dan profesional, terutama dalam menghadapi klien dari latar belakang internasional.

Penulis menyadari bahwa buku ini masih memiliki keterbatasan. Oleh karena itu, saran dan masukan yang konstruktif sangat diharapkan demi penyempurnaan buku ini di masa

mendatang. Akhir kata, semoga buku ini dapat memberikan manfaat bagi mahasiswa, dosen, dan praktisi Bimbingan dan Konseling, serta berkontribusi dalam pengembangan pembelajaran Bahasa Inggris berbasis kebutuhan profesional di perguruan tinggi.

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Tim Penulis

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BAB 1

Foundations of Counseling Communication in English

A. Learning Outcomes (OBE-Oriented)

After completing this chapter, students are expected to be able to:

1. Understand the foundations of counseling communication in English.
2. Identify key principles of effective and ethical counseling communication.
3. Recognize the role of empathy, respect, and professionalism in counseling interactions.
4. Use basic English expressions related to counseling communication.
5. Reflect on personal communication skills as a future counselor.

B. Warm-Up: Communication in Counseling

Communication is the heart of counseling. Counselors use language not only to ask questions, but also to build trust, show empathy, and support clients. When counseling is conducted in English, counselors must pay attention to clarity, tone, and word choice. This warm-up invites students to reflect on how effective communication can influence the success of a counseling session.

C. Key Vocabulary

Vocabulary	Meaning	Example
Communication	Exchange of information	Good communication builds trust
Empathy	Understanding others' feelings	Empathy helps clients feel heard.
Respect	Polite and caring attitude	Respect is essential in counseling.
Professionalism	Appropriate behavior	Counselors must show professionalism.
Interaction	Mutual communication	Counseling is an interactive process.

D. Reading Text: Foundations of Counseling Communication

Counseling communication is a purposeful and ethical interaction between a counselor and a client. It involves listening, responding, and supporting clients in a respectful and empathetic manner. In English counseling contexts, clear and simple language is essential to avoid misunderstanding. Effective counseling communication helps clients feel safe, valued, and understood. By mastering the foundations of counseling communication in English, future counselors can communicate more confidently, build strong therapeutic relationships, and provide professional support to clients from diverse backgrounds.

E. Language Focus: Basic Counseling Communication Expressions

- I am here to listen to you.
- Please feel free to share your thoughts.
- I understand what you are saying.
- Thank you for telling me about this.
- Your feelings are important.

F. Model Conversations

Conversation 1

Counselor : I am here to listen to you. Please feel free to share your thoughts and feelings. Everything you say will be kept confidential.

Client : Thank you. That makes me feel comfortable. I sometimes feel nervous when talking about my problems.

Counselor : That is completely okay. Take your time, and you can start whenever you are ready.

Client : I appreciate that. I would like to talk about what has been bothering me lately.

Conversation 2

Counselor : Your feelings are important, and I appreciate you telling me this. It takes courage to share your emotions.

Client : I feel relieved to talk about it. I was afraid to keep everything inside.

Counselor : I am glad you decided to share. Talking about your feelings can help you understand them better.

Client : Yes, I feel a little better now. Thank you for listening to me.

G. Writing Exercises

Exercise: Completing the Sentences

Complete the sentences using appropriate counseling communication expressions.

1. I am here to _____ to you.
2. Please feel free to _____ your thoughts.

3. I _____ what you are saying.
4. Thank you for _____ me about this.
5. Your _____ are important.
6. I am glad you decided to _____ your story.
7. It is okay to feel _____.
8. I am here to _____ you.
9. Take your time. You can start when you are _____.
10. Talking about your feelings can help you feel more _____.

Choices' answers

- | | |
|---------------|-------------|
| A. listen | F. support |
| B. share | G. nervous |
| C. understand | H. ready |
| D. telling | I. relieved |
| E. feelings | J. talk |

H.Role-Play Activity: Basic Counseling Communication

Instruction:

Students work in pairs. One student acts as a counselor and the other as a client. Complete the dialogue using expressions from this chapter. Then practice reading the dialogue aloud.

Complete the Dialogue

Counselor ::I am here to _____ to you.

Client : Thank you. That makes me feel _____.

Counselor : Please feel free to _____ your thoughts.
Client : I feel _____ to talk about my problem.
Counselor :Your _____ are important.
Client : Thank you for _____ me.

Practice

After completing the dialogue, practice reading it with your partner. Use polite tone and clear pronunciation.

I. Reflection and Self-Assessment

1. Why is communication important in counseling?
2. Which expressions help show empathy in English?

Chapter Summary

This chapter introduced the foundations of counseling communication in English. Students learned the importance of empathy, respect, and professionalism in counseling interactions. Through vocabulary practice, reading activities, writing exercises, and role-play, students developed basic communication skills essential for effective counseling practice.

BAB 2

Professional Greetings and Building Rapport in Counseling Context

A. Learning Outcomes (OBE-Oriented)

After completing this chapter, students are expected to be able to:

1. Identify appropriate professional greetings used in counseling settings.
2. Use counseling-related vocabulary related to opening a session.
3. Apply polite and professional expressions to build rapport with clients.
4. Perform short counselor–client conversations focusing on greetings and rapport building.

B. Warm-Up: Counseling Context Awareness

Before starting a counseling session, a counselor must create a comfortable and trusting atmosphere. The first interaction between a counselor and a client often determines whether the client feels safe, respected, and willing to share personal concerns.

Discussion Questions:

1. Why are greetings important in a counseling session?
2. How should a counselor greet a client differently from daily casual greetings?

C. Key Vocabulary for Counselors

The following vocabulary is directly related to the useful expressions and language focus used in counseling greetings and rapport building.

Vocabulary	Meaning	Example in Counseling Context
Welcome	to receive someone politely	Welcome to today's counseling session.
Comfortable	feeling relaxed and safe	Please make yourself comfortable.
Confidential	kept private and secure	Everything we discuss is confidential.
Session	a formal counseling meeting	This is our first counseling session.
Feeling	emotional condition	How are you feeling today?
Anxiety	feeling of worry or nervousness	Clients may feel anxiety during the first session.

D. Reading Text: First Counseling Meeting

The first meeting between a counselor and a client is a crucial moment in the counseling process. During this session, the counselor greets the client politely and introduces themselves professionally. A warm greeting helps reduce anxiety and builds trust.

Counselors often begin by welcoming the client and explaining the purpose of the session. They also assure the client that everything discussed will remain confidential. Simple expressions such as *"Please feel comfortable"* or *"Take your time"* can encourage clients to speak openly.

Effective greetings in counseling are not only about saying hello, but also about showing respect, empathy, and professionalism.

E. Language Focus: Useful Expressions for Greetings and Rapport

Professional Greetings

- Good morning/afternoon. Welcome to the counseling session.
- Hello, please have a seat.
- Nice to meet you. My name is ... I will be your counselor today.

Building Rapport

- How are you feeling today?
- Please feel free to share anything you are comfortable with.
- This session is confidential.

- Take your time. I am here to listen.

F. Model Conversations: Greeting and Building Rapport

Conversation 1

Counselor : Good morning. Welcome to the counseling session. Please have a seat.

Client : Good morning. Thank you.

Counselor : How are you feeling today?

Client : I feel a bit anxious.

Counselor : That is understandable. Please feel comfortable. Everything we discuss here is confidential.

Conversation 2

Counselor : Good afternoon. Nice to meet you. My name is Rina, and I will be your counselor today.

Client : Nice to meet you too.

Counselor : Before we begin, I want you to know that this session is confidential. Please feel free to share anything you are comfortable with.

Client : Thank you. That makes me feel more comfortable.

G. Writing Exercises

Instruction:

Complete the conversation with appropriate professional greeting and rapport-building expressions.

Conversation 1

Counselor : Good morning. Welcome to the counseling _____.
Please have a seat.

Client : Good _____. Thank you.

Counselor : My name is Ms. Ana. I will be your _____ today.

Client : Nice to meet you. I am a bit _____.

Counselor : That is okay. Please feel free to _____ anything
you are comfortable with.

Client : Thank you. I feel better talking to you.

Conversation 2

Counselor : Hello. Nice to _____ you.

Client : Nice to meet you too.

Counselor: How are you _____ today?

Client : I feel a little nervous, but I am okay.

Counselor : This session is _____, so you can speak freely.

Client : Thank you. I will _____ my thoughts.

H. Role-Play Activity: Counselor–Client Simulation

Instruction:

Work in pairs. One student acts as a counselor and the other as a client. Create a short dialogue (5–7 exchanges) focusing on:

- Greeting politely

- Introducing yourself
- Making the client feel comfortable

Situation:

This is the client's first counseling session.

I. Reflection and Self-Assessment

Answer the questions below:

1. What expressions did you use to build rapport?
2. How confident do you feel greeting a client in English?
3. Which expressions do you find most useful for counseling?

Rate yourself (1-5):

- Vocabulary mastery
- Speaking confidence
- Professional attitude

Chapter Summary

In this chapter, students learned how to use professional greetings and rapport-building expressions in a counseling context. These skills are essential to create a positive and trusting counseling environment and serve as the foundation for effective counselor-client communication.

BAB 3

Asking Personal Background Politely in Counseling Context

A. Learning Outcomes (OBE-Oriented)

After completing this chapter, students are expected to be able to:

1. Identify polite and professional expressions used to ask personal background information in counseling sessions.
2. Use appropriate vocabulary related to personal background in a counseling context.
3. Write short counselor–client dialogues focusing on asking personal background politely.
4. Apply ethical and respectful language when discussing clients' personal information.

B. Warm-Up: Ethical Awareness in Counseling

In counseling sessions, asking about a client's personal background is necessary to understand their situation better. However, counselors must ask questions politely, respectfully, and ethically. The way questions are delivered can affect the client's comfort and willingness to share information.

Discussion Questions:

1. Why should counselors ask personal questions carefully?
2. What might happen if a counselor sounds too direct or judgmental?

C. Key Vocabulary for Counselors

The following vocabulary is directly related to polite questioning and personal background information commonly used in counseling sessions.

Vocabulary	Meaning	Example in Counseling Context
Background	personal history	I would like to ask about your background.
Occupation	job or profession	What is your current occupation?
Education	academic history	Could you tell me about your education?
Family	close relatives	I would like to ask about your family situation.
Comfortable	feeling safe and relaxed	Please share only what you feel comfortable with.

Vocabulary	Meaning	Example in Counseling Context
Permission	approval to do something	May I have your permission to ask a few questions?

D. Reading Text: Asking Personal Background in Counseling

Understanding the Client's Background

In counseling, understanding a client's personal background helps counselors see the client's situation more clearly. Information about education, occupation, and family can provide important context for the client's concerns.

Professional counselors always ask permission before discussing personal topics. They use polite language and reassure clients that they can choose how much information they want to share. Respecting boundaries is an essential part of ethical counseling practice.

E. Language Focus: Polite Questioning Expressions

Asking Permission

- **May I ask you** a few questions about your background?
- **Is it okay if we talk about** your personal background?

Asking Personal Information Politely

- **Could you tell me about** your educational background?
- **Would you mind** sharing your occupation?
- **Can you tell me** a little about your family situation?

Reassuring the Client

- Please share only what you feel comfortable with.
- You don't have to answer if you are not ready.
- **Take your time.** There is no pressure to answer.
- Everything you share here will be kept confidential.
- **I appreciate your willingness** to share this information.

F. Model Conversations: Asking Personal Background Politely

Conversation 1

Counselor : Before we continue, may I ask you a few questions about your background?

Client :Yes, that is fine.

Counselor : Could you tell me about your educational background?

Client : I graduated from vocational high school.

Conversation 2

Counselor : Is it okay if I ask about your family situation?

Client :Yes, I don't mind.

Counselor : Please share only what you feel comfortable with.

Client : I live with my parents and younger sister.

G. Writing Exercises

Exercise 1: Completing Polite Questions

Complete the sentences using appropriate polite expressions.

1. ____ I ask you a few questions about your background?
2. Would you ____ sharing your occupation?
3. Could you tell me ____ your family situation?
4. Is it ____ if we talk about your educational background?
5. May I have your ____ to ask about your personal information?

Exercise 2: Writing a Counseling Dialogue

Write a short dialogue (8–10 lines) between a counselor and a client focusing on:

- Asking permission
- Asking personal background politely
- Reassuring the client

Use at least **five expressions** from the Language Focus section.

H. Speaking Activity, and Self-Assessment

Speaking Activity: "Polite Question Chain"

Type: Group Game (3–4 students)

Instructions:

1. Students sit in a small group.
2. One student acts as a counselor and asks one polite background question.
3. The next student answers briefly, then asks another polite question to the next student.

4. Continue until all students have asked and answered at least one question.

Rules:

- Use polite expressions from the Language Focus section.
- Avoid direct or judgmental questions.

I. Reflection Questions

Answer the questions below:

1. Which polite expressions were easiest to use when speaking?
2. Which questions felt difficult to ask politely?
3. How did polite language affect the conversation?

Self-Assessment (Rate yourself 1–5):

Vocabulary mastery Polite questioning Ethical awareness

Chapter Summary

In this chapter, students learned how to ask personal background information politely and ethically in counseling contexts. Using respectful language and asking permission are essential skills to build trust and maintain professionalism in counselor–client communication.

BAB 4

Identifying Problems and Concerns in Counseling Context

A. Learning Outcomes (OBE-Oriented)

After completing this chapter, students are expected to be able to:

1. Identify language used to explore clients' problems and concerns.
2. Use appropriate vocabulary related to problems and difficulties.
3. Write polite and open-ended questions to identify clients' concerns.
4. Apply professional and ethical language when discussing clients' problems.

B. Warm-Up: Understanding Client Problems

In counseling sessions, identifying the client's main problem is an important step. Counselors should encourage clients to explain their concerns using open-ended questions. This approach helps clients feel heard and respected.

Discussion Questions:

1. Why are open-ended questions important in counseling?
2. How can the wrong question make a client uncomfortable?

C. Key Vocabulary for Counselors

Vocabulary	Meaning	Example in Counseling Context
problem	an issue that needs attention	What problem would you like to talk about today?
concern	something that worries someone	What is your main concern at the moment?
difficulty	a challenging situation	I understand you are facing some difficulties.
issue	an important topic or matter	Let's discuss this issue together.
stress	mental or emotional pressure	Stress can affect daily activities.
challenge	something difficult to overcome	This challenge may take time to resolve.

D. Reading Text: Identifying Client Concerns

Exploring Problems Through Conversation

In counseling, clients may not always express their problems clearly at the beginning of a session. Counselors need to ask open-ended and supportive questions to help clients explain their concerns. By listening carefully and responding respectfully, counselors can understand the core issues behind the client's story.

Using non-judgmental language is essential when discussing problems. Clients should feel safe to share their experiences without fear of criticism.

E. Language Focus: Asking About Problems Politely

Open-Ended Questions

- Could you tell me more about the problem you are facing?
- What seems to be your main concern right now?
- When did this issue begin?

Reassuring the Client

- Take your time. There is no pressure to explain everything at once.
- I am here to listen and understand.

F. Model Conversations

Conversation 1

Counselor : **What seems to be your main concern today?**

Client : I have been feeling stressed about my studies.

Counselor : Could you tell me more about what has been causing this stress?

Client : I feel overwhelmed by assignments and deadlines.

Counselor : I see. Does this situation affect your daily activities?

Client : Yes, I have trouble sleeping and concentrating.
Counselor : Thank you for explaining. Let us explore this concern together.

Conversation 2

Counselor : When did this problem begin?
Client : It started a few months ago.
Counselor : Was there any specific situation that triggered it?
Client : I think it began when my grades started to drop.
Counselor : That sounds challenging for you.
Client : Yes, I feel worried about my future.
Counselor : Thank you for sharing. Take your time to explain everything.

G. Writing Exercises

Exercise 1: Completing Open-Ended Questions

Complete the sentences using appropriate words.

1. Could you tell me more about the ____ you are facing?
2. What is your main ____ at the moment?
3. When did this ____ begin?
4. How has this situation ____ you?
5. Would you like to talk more about this ____?

Exercise 2: Writing Counseling Questions

Write **five open-ended questions** a counselor can use to explore a client's problem politely.

H. Speaking Activity and Reflection

Speaking Game: Problem Exploration Circle

Students work in groups of four. One student acts as a client and mentions a general problem. Other students take turns asking polite open-ended questions.

I. Reflection

1. Which questions helped the client speak more?
2. How did polite language affect the discussion?

Chapter Summary

This chapter focused on identifying problems and concerns using polite, open-ended questions. These skills help counselors understand clients' situations while maintaining professionalism and empathy.

BAB 5

Expressing Feelings and Emotions in Counseling

A. Learning Outcomes

Students are expected to be able to:

1. Identify vocabulary related to feelings and emotions.
2. Use expressions to encourage emotional expression.
3. Write supportive responses to clients' emotional statements.
4. Respond empathetically in counseling conversations.

B. Warm-Up: Emotional Awareness

Understanding emotions is a key part of counseling. Clients may experience various feelings such as anxiety, frustration, or relief. Counselors should validate these emotions and respond with empathy.

C. Key Vocabulary

Vocabulary	Meaning	Example
anxious	feeling worried	I feel anxious about my future.
frustrated	feeling annoyed	I am frustrated with my progress.

Vocabulary	Meaning	Example
confused	not clear	I feel confused about my decision.
relieved	feeling relaxed after stress	I feel relieved after talking.
worried	feeling concerned	I am worried about my family.

D. Reading Text: Talking About Feelings

Clients often find it difficult to express their emotions, especially when they are experiencing stress, anxiety, or confusion. In many situations, clients may struggle to find the right words to describe what they feel. Counselors play an important role by asking gentle and supportive questions that encourage emotional expression.

Acknowledging feelings without judgment helps clients feel respected. By validating emotions, counselors create a safe atmosphere where clients feel understood, accepted, and more willing to share their experiences openly.

E. Language Focus: Expressing and Validating Feelings

Asking about Feelings (Expressing)

- How does that situation make you feel?
- How have you been feeling lately?
- Would you like to tell me more about how you feel?

- What emotions come up when you think about this situation?
- How do you usually feel when this happens?
- Can you describe what you are feeling right now?
- What has been affecting your emotions recently?

Acknowledging and Validating Feelings

- It is okay to feel this way.
- Thank you for sharing your feelings.
- Your feelings are valid.
- What you are feeling makes sense.
- Many people experience similar emotions in this situation.
- I appreciate your honesty about how you feel.
- You are not alone in feeling this way.

F. Model Conversations

Conversation 1

Counselor : How does that situation make you feel?

Client : I feel anxious and worried about my future.

Counselor : Thank you for sharing your feelings. It is okay to feel this way.

Client : I often feel stressed when I think about what will happen next.

Counselor : That is understandable. What part of your future worries you the most?

Client : I am worried about finding a job after graduation.

Counselor : Many people feel anxious about their future at this

stage of life.
Client : Thank you. That makes me feel more comfortable.

Conversation 2

Counselor : How have you been feeling lately?

Client : I feel frustrated and confused about my decision.

Counselor : I understand. Many people feel confused in this situation. Your feelings are valid.

Client : I keep thinking about whether I am making the right choice.

Counselor : That sounds difficult for you. Would you like to tell me more about what makes this decision challenging?

Client : I am afraid of choosing the wrong path.

Counselor : It is okay to feel anxious about important decisions.

Client : I feel relieved after talking about it..

G. Writing Exercises

Complete the dialogue using appropriate expressions.

Exercise 1

Counselor : How does that situation make you feel?

Client : I feel _____ about my studies.

Counselor : It is okay to feel this way. Thank you for _____ your feelings.

Exercise 2

Counselor : You seem very _____. Would you like to tell me more?

Client : Yes, I am worried about my future.

Counselor : That is _____. Many people feel worried in this situation.

Exercise 3

Counselor : How have you been feeling lately?

Client : I feel frustrated and _____ about my decision.

Counselor : I understand. Your feelings are _____.

Exercise 4

Client : I feel anxious when I think about the problem.

Counselor : Thank you for _____ this with me. It is normal to feel _____ sometimes.

Exercise 5

Counselor : You look _____ after talking about this.

Client : Yes, I feel relieved.

Counselor : I am glad to hear that. You are _____ in feeling this way.

H. Speaking Activity

Counseling Dialogue Chain (Speaking Game)

Objective:

To improve speaking fluency and confidence in responding to emotional expressions.

Procedure:

1. Students sit in a circle.
2. The first student acts as a **client** and expresses a feeling.
3. The next student acts as a **counselor** and gives a validating response.
4. Roles continue to rotate for 5–6 turns.

Example:

Client : I feel anxious about my future.

Counselor : It is okay to feel this way. Thank you for sharing your feelings.

I. Reflection

1. Which expressions helped you show understanding of a client's feelings most effectively?
2. How did using validating phrases influence the tone of the counseling conversation?
3. Which emotions (anxious, frustrated, confused, relieved, worried) were easiest or most difficult to respond to?
4. How can validating a client's feelings improve trust and openness in counseling sessions?

Chapter Summary

This chapter emphasized the importance of expressing and validating emotions as a foundation for empathetic and effective counseling. Students learned to identify emotional vocabulary commonly used in counseling contexts and to apply supportive expressions that encourage clients to share their feelings. By practicing validating responses, students developed greater awareness of clients' emotional states and strengthened their ability to respond with empathy, professionalism, and ethical sensitivity during counselor–client interactions.

BAB 6

Active Listening and Showing Empathy

A. Learning Outcomes

Students are expected to be able to:

1. Identify expressions of active listening.
2. Use empathetic responses in counseling.
3. Write responses showing understanding and support.
4. Practice empathy through guided speaking activities.

B. Warm-Up: Listening Skills

Active listening is a core skill in counseling that requires counselors to give full attention to clients during conversations. It involves both verbal and non-verbal responses, such as eye contact, appropriate gestures, and supportive statements. Through active listening, counselors demonstrate empathy, understanding, and respect, helping clients feel heard, valued, and encouraged to express their thoughts and feelings openly.

C. Key Vocabulary

Vocabulary	Meaning	Example
empathy	understanding others' feelings	Empathy builds trust.

Vocabulary	Meaning	Example
support	help or encouragement	I am here to support you.
understand	comprehend feelings	I understand how you feel.
respond	reply appropriately	Counselors respond carefully.
acknowledge	recognize and accept feelings	I acknowledge how difficult this is for you.

D. Reading Text: The Importance of Empathy

Empathy plays a vital role in effective counseling because it helps clients feel valued, respected, and understood. When counselors practice active listening, they are better able to understand clients' feelings and experiences. Empathetic counselors acknowledge clients' emotions and respond in a supportive manner without judgment. By offering verbal encouragement and appropriate responses, counselors strengthen the counseling relationship and build trust. This supportive atmosphere encourages clients to speak openly, share their concerns, and engage more actively in the counseling process.

E. Language Focus: Empathetic Responses

- I understand how you feel.
- That sounds difficult for you.
- I appreciate you sharing this.
- I can see that this situation is challenging for you.
- I acknowledge how hard this has been for you.
- You are not alone, and I am here to support you.
- Thank you for trusting me with this information.

F. Model Conversation

Conversation 1

Client : I feel overwhelmed by my responsibilities at home and school.

Counselor : That sounds difficult for you. I understand how you feel.

Client :Yes, it has been very stressful.

Counselor : I appreciate you sharing this with me.

Conversation 2

Client : I have tried many times, but I still feel like I am failing.

Counselor : I can see that this situation is challenging for you.

Client : It really is.

Counselor : I acknowledge how hard this has been for you, and I am here to support you.

Conversation 3

- Client : I have never talked about this before.
Counselor : Thank you for trusting me with this information.
Client : I feel a bit relieved now.
Counselor : You are not alone, and I am here to support you.

G. Writing Exercises

Match each **client statement (1–10)** with the most appropriate **empathetic counselor response (A–J)**.

Client Statements

1. I feel very overwhelmed with my responsibilities.
2. I am afraid to talk about this problem.
3. I feel like no one understands me.
4. I have been trying my best, but I keep failing.
5. I feel exhausted emotionally.
6. This is the first time I am sharing this.
7. I feel stressed every day.
8. I am not sure what to do next.
9. I feel disappointed with myself.
10. I feel relieved after talking about this.

Counselor Responses

- a. I appreciate you sharing this with me.
- b. That sounds difficult for you.
- c. Thank you for trusting me with this information.

- d. You are not alone, and I am here to support you
- e. I understand how you feel.
- f. I acknowledge how hard this has been for you.
- g. I can see that this situation is challenging for you.
- h. It is understandable to how you feel unsure sometimes.
- i. I am glad you feel relieved after sharing.
- j. Your feelings are valid, and it is okay to feel this way.

H. Speaking Activity

Objective:

To practice active listening and empathetic responses in a counseling context.

Procedure:

1. Students work in pairs as **Counselor** and **Client**.
2. The lecturer provides short client statements describing emotional situations.
3. The client reads one statement aloud.
4. The counselor responds using **empathetic expressions** from the Language Focus section.
5. Students switch roles after two responses.

Sample Client Statements:

- I feel overwhelmed by my responsibilities.
- I am afraid to talk about my problem.
- I feel disappointed with myself.
- This is the first time I am sharing this.

Rules:

- Use at least **two empathetic phrases** in each response.
- Avoid giving advice or judging the client.

Expected Outcome:

Students are able to respond empathetically and demonstrate active listening skills in counseling conversations.

Empathy Circle: Students take turns responding empathetically to short client statements.

I. Reflection

1. Which active listening expressions made clients feel most supported?
2. How does empathetic language differ from giving advice directly?
3. What non-verbal behaviors can strengthen empathetic communication?
4. How can active listening help counselors understand clients more deeply?

Chapter Summary

This chapter highlighted the importance of active listening and empathy in effective counseling communication. Students learned to recognize verbal and non-verbal expressions that demonstrate understanding and support. Through targeted vocabulary, empathetic language focus, and guided speaking activities, students developed the ability to respond to clients respectfully and professionally. These skills help strengthen the counselor–client relationship and encourage clients to express their thoughts and feelings openly in a supportive counseling environment.

BAB 7

Clarifying and Paraphrasing Client Statements

A. Learning Outcomes (OBE-Oriented)

After completing this chapter, students are expected to be able to:

1. Identify expressions used to clarify and paraphrase client statements.
2. Use appropriate vocabulary related to clarification and confirmation.
3. Write polite clarifying and paraphrasing responses.
4. Demonstrate clarification skills in counselor–client interactions.

B. Warm-Up: Why Clarification Matters

In counseling sessions, clients may express their thoughts in unclear or emotional ways. Clarifying and paraphrasing help counselors ensure accurate understanding and avoid misinterpretation. These skills also show that the counselor is actively listening and values the client’s message.

C. Key Vocabulary for Counselors

Vocabulary	Meaning	Example
clarify	to make something clear	Let me clarify what you mean.

paraphrase	restate in different words	I will paraphrase your statement.
confirm	make sure something is correct	Let me confirm my understanding.
misunderstanding	incorrect understanding	This helps avoid misunderstanding.
summary	brief explanation	Here is a short summary.

D. Reading Text: Clarifying Client Statements

Clients may not always communicate their problems clearly, especially when emotions are involved. Counselors need to clarify and paraphrase client statements to ensure accurate understanding. By restating what clients say using clear and neutral language, counselors help reduce misunderstanding and show respect. This process allows clients to confirm or correct the counselor’s interpretation, strengthening trust and communication in the counseling relationship.

E. Language Focus: Clarifying and Paraphrasing Expressions

- Let me make sure I understand correctly.
- So, what you are saying is ...

- If I understand you correctly, ...
- Do I understand correctly that ...?
- Let me summarize what you have shared.

F. Model Conversations

Conversation 1

Client : I feel tired of everything lately.

Counselor : So, what you are saying is that you feel overwhelmed recently. Is that correct?

Client : Yes, I feel exhausted both physically and mentally.

Counselor : If I understand you correctly, this tiredness has been affecting your daily life.

Client : Yes, I struggle to stay motivated.

Counselor: Let me make sure I understand correctly. You feel overwhelmed and lack motivation.

Client : That is right.

Conversation 2

Client : I cannot focus on my studies anymore.

Counselor : Let me make sure I understand correctly. You are having difficulty concentrating on your studies, right?

Client : Yes, especially during exams and assignments.

Counselor : If I understand you correctly, this lack of focus is causing academic stress.

Client : Yes, it makes me anxious.

Counselor : Let me summarize what you have shared. You are struggling with concentration and feeling stressed.

Client : Yes, that explains my situation well.

G. Writing Exercises

Exercise 1: Paraphrasing Practice

Rewrite the following client statements using paraphrasing expressions.

1. I feel stressed about my future.
2. I do not know what decision to make.
3. I feel confused about my responsibilities.
4. I am worried about disappointing my parents.
5. I feel overwhelmed by my workload.

Exercise 2: Clarification Questions

Write five polite clarification questions a counselor can ask.

H. Speaking Activity: Paraphrase Relay

Students work in pairs. Each pair creates a short counseling conversation (4–6 lines). One student acts as the client and the other as the counselor, using clarifying and paraphrasing expressions from the Language Focus. After practicing the conversation, students perform it in front of the class and then switch roles.

I. Reflection and Self-Assessment

1. Which paraphrasing expressions were easiest to use?
2. How does clarification improve counseling communication?

Chapter Summary

This chapter focused on clarification and paraphrasing as essential counseling communication skills. Students practiced restating client statements accurately and politely to avoid misunderstanding. These skills help counselors demonstrate active listening, confirm understanding, and strengthen trust in counselor-client interactions.

BAB 8

Asking and Giving Advice Carefully

A. Learning Outcomes

Students are expected to be able to:

1. Identify ethical expressions for giving advice in counseling.
2. Use non-directive and polite language when offering suggestions.
3. Write advisory statements that respect client autonomy.
4. Practice giving advice through guided speaking activities.

B. Warm-Up: Ethics of Giving Advice

In counseling, advice should be offered carefully and ethically. Counselors guide clients to explore options rather than telling them what to do. Respecting client autonomy is essential for professional counseling practice.

C. Key Vocabulary

Vocabulary	Meaning	Example
suggestion	an idea or recommendation	I have a suggestion for you.

option	a possible choice	You have several options.
decision	a choice made	The decision is yours.
consider	think carefully	You may want to consider this.
guidance	supportive direction	Counseling provides guidance.

D. Reading Text: Ethical Advice in Counseling

Ethical counseling emphasizes respect for clients' choices and independence. Instead of giving direct instructions, counselors provide suggestions and help clients explore possible options. This approach encourages clients to take responsibility for their decisions and promotes personal growth. Careful language use helps counselors avoid sounding judgmental or controlling.

E. Language Focus: Giving Advice Politely

- You might want to consider ...
- One possible option is ...
- Have you thought about ...?
- It may be helpful to ...
- You may want to explore ...
- Another option you could consider is ...

- What do you think would work best for you?
- The decision is yours.

F. Model Conversation

Conversation 1

Client: I am not sure how to manage my study time.

Counselor: You might want to consider creating a simple study schedule. The decision is yours.

Conversation 2

Client: I feel stressed because I cannot balance my studies and personal life.

Counselor: You may want to explore setting small priorities each day. What do you think would work best for you?

Conversation 3

Client: I am confused about whether I should continue this major.

Counselor: One possible option is to reflect on your interests and goals. Have you thought about discussing this with an academic advisor?

Conversation 4

Client: I feel anxious about speaking in front of the class.

Counselor: You might want to consider practicing with a small group first. What do you think would work best for you?

Conversation 5

Client: I am worried about disappointing my family with my choices.

Counselor: Another option you could consider is sharing your thoughts openly with them. The decision is yours.

G. Writing Exercises

1. Rewrite the following direct advice into polite suggestions.
 - You must study harder.
 - You should talk to your parents.
2. Write three advisory statements using soft and non-directive language.

H. Speaking Activity: Advice Role Cards

Students work in pairs. Each pair receives a situation card. One student acts as the client, and the other gives advice using polite expressions. Roles are then switched.

I. Reflection and Self-Assessment

1. Why is soft language important when giving advice?
2. Which expressions help you avoid sounding judgmental?

Chapter Summary

This chapter focused on the importance of asking and giving advice carefully in counseling contexts. Students learned that effective counseling advice should be delivered using polite, non-directive, and ethical language that respects client autonomy. Through vocabulary development, language focus activities, model conversations, and speaking practices, students practiced offering suggestions without judgment or pressure. The chapter emphasized that counselors guide clients to explore options rather than telling them what to do, thereby promoting trust, responsibility, and professional counseling communication.

BAB 9

Managing Silence and Encouraging Clients to Speak

A. Learning Outcomes

Students are expected to be able to:

1. Understand the role of silence in counseling.
2. Use encouraging expressions to invite clients to speak.
3. Write supportive responses during silent moments.
4. Practice managing silence through speaking activities.

B. Warm-Up: The Meaning of Silence

Silence in counseling does not always mean discomfort. It can indicate reflection, emotion, or hesitation. Counselors must learn how to respect silence while gently encouraging clients to continue sharing.

C. Key Vocabulary

Vocabulary	Meaning	Example
silence	absence of speech	Silence can be meaningful.
encourage	give support or confidence	I want to encourage you to share.
pause	short break	Take a pause if needed.

comfortable relaxed Feel comfortable speaking here.

D. Reading Text: Using Silence Effectively

Effective counselors understand that silence can be a powerful part of communication in counseling sessions. When clients pause or remain silent, counselors should avoid rushing them or forcing responses. Silence may indicate reflection, emotional processing, or uncertainty. Gentle encouragement, calm presence, and patient listening help clients feel safe and respected. By accepting silence without pressure, counselors create a supportive space where clients can organize their thoughts, reflect more deeply, and gradually express feelings that may be difficult to put into words.

E. Language Focus: Encouraging Clients

- Take your time.
- I am here whenever you are ready.
- You can share as much as you feel comfortable.
- It is okay to pause.
- Please continue when you are ready.

F. Model Conversation

Conversation 1

Client : (silent)

Counselor : Take your time. I am here whenever you are ready.

Client : I am not sure how to start.

Counselor : That is okay. You can share whatever feels comfortable.

Client : I feel nervous talking about this. Counselor: I understand. Please continue when you are ready.

Conversation 2

Client : (silent)

Counselor : It is okay to pause. I am listening.

Client : I am trying to find the right words. Counselor: Take your time. There is no rush.

Client : I feel emotional right now.

Counselor : Thank you for sharing. I am here with you.

G. Writing Exercises

Choose the best answer from the options provided.

1. Counselor: _____. I am here whenever you are ready.
2. Counselor: You can _____ as much as you feel comfortable.
3. Counselor: It is okay to _____. Take your time.
4. Counselor: Please _____ when you are ready.
5. Counselor: I am _____ and listening carefully.
6. Counselor: _____. There is no rush at all.
7. Counselor: You do not need to hurry. _____.
8. Counselor: Feel free to _____ your thoughts slowly.
9. Counselor: _____ if you need a moment to think.
10. Counselor: I am here, _____ whenever you are ready to speak.

Options:

- a. take your time
- b. share
- c. take a pause
- d. please continue
- e. listening
- f. I am here
- g. it is okay to pause
- h. feel comfortable
- i. speak freely
- j. I am ready to listen

H. Speaking Activity: Silence Simulation

Students practice responding to silent moments in role-play situations by working in pairs. One student acts as the client and remains silent for a few seconds, while the other student responds as the counselor using encouraging expressions (e.g., *Take your time, I am here whenever you are ready*). After practicing, students switch roles and reflect briefly on which responses felt most supportive.

I. Reflection and Self-Assessment

1. How can silence support counseling communication?
2. Which phrases help clients feel safe to speak?

Chapter Summary

This chapter discussed the importance of managing silence and encouraging clients gently. Students learned that silence can be meaningful and practiced using supportive language to help clients feel comfortable sharing.

BAB 10

Closing a Counseling Session Professionally (Alternative Version)

A. Learning Outcomes (OBE-Oriented)

After completing this chapter, students are expected to be able to:

1. Recognize appropriate language used to close counseling sessions.
2. Summarize counseling discussions in a clear and professional manner.
3. Use supportive and respectful expressions when ending a session.
4. Perform short counseling conversations focusing on session closing.

B. Warm-Up: Reflecting on the End of a Session

The closing stage of a counseling session helps clients reflect on what they have shared and prepares them emotionally to leave the session. A thoughtful closing can reduce anxiety, increase clarity, and strengthen trust between the counselor and the client.

Discussion Questions:

- Why is it important to end a counseling session politely?
- How might a client feel if a session ends suddenly?

C. Key Vocabulary for Counselors

Vocabulary	Meaning	Example in Context
summarize	to restate main ideas	Let me summarize today's discussion.
appreciate	to express gratitude	I appreciate your openness today.
follow-up	a planned next meeting	We will arrange a follow-up session.
progress	improvement over time	You have made good progress.
next step	planned future action	Our next step is to explore more options.

D. Reading Text: The Importance of a Professional Closing

Ending a counseling session professionally is essential to ensure that clients feel respected and supported. During the closing stage, counselors summarize the key points of the discussion to confirm mutual understanding. They also acknowledge the client's effort and encourage continued reflection. A clear explanation of the next steps or follow-up sessions helps clients leave with confidence, emotional stability, and a sense of direction.

E. Language Focus: Useful Expressions for Closing Sessions

- Thank you for sharing your experiences today.
- Let me briefly summarize what we discussed.
- You have taken an important step by coming today.
- We can continue this conversation in our next session.
- Our next step will be to focus on your goals.
- Please remember that support is always available.

F. Model Conversations

Conversation 1

Counselor : Thank you for sharing your experiences today.

Client : Thank you for listening.

Counselor : Let me briefly summarize what we discussed.

Client : Yes, please.

Counselor : We talked about your main concern and possible strategies.

Client : I understand.

Conversation 2

Counselor : I appreciate your honesty during this session.

Client : Thank you.

Counselor : You have made good progress today.

Client : That makes me feel better.

Counselor : Our next step will be to meet again next week.

Client : I look forward to it.

G. Writing Exercises

Exercise 1: Completing the Closing Dialogue

Complete the dialogue with appropriate expressions.

Counselor : Thank you for _____ your thoughts today.

Client : Thank you.

Counselor : Let me _____ what we discussed.

Client : Okay.

Counselor : Our _____ step will be to meet again.

Exercise 2: Writing a Professional Closing

Write a short counseling closing (6–8 sentences) that includes:

- appreciation,
- summary,
- next steps.

H. Speaking Activity: Closing Session Practice

Students work in pairs. One student acts as a counselor and the other as a client. The counselor practices closing the session by summarizing the discussion, expressing appreciation, and explaining the next step. Students then switch roles.

I. Reflection and Self-Assessment

Answer the questions below:

1. Which closing expressions do you find most professional?
2. How does a clear closing help the client emotionally?

Self-Assessment (1–5):

- Language accuracy
- Professional tone
- Communication clarity

Chapter Summary

This chapter emphasized the importance of closing counseling sessions professionally and respectfully. Students learned how to summarize discussions, express appreciation, and outline next steps clearly. A well managed closing helps clients feel valued, supported, and confident to continue the counseling process.

BAB 11

Counseling for Personal and Social Problems

A. Learning Outcomes (OBE-Oriented)

After completing this chapter, students are expected to be able to:

1. Identify language used in personal and social counseling contexts.
2. Use appropriate vocabulary to discuss personal and social problems.
3. Respond empathetically to clients' personal and social issues.
4. Practice counseling conversations related to personal and social concerns.

B. Warm-Up: Personal and Social Issues in Counseling

Personal and social problems often affect clients' emotional well-being. Issues such as relationships, self-confidence, and social pressure may influence how clients think and behave. Counselors need to create a safe and supportive atmosphere so clients feel comfortable sharing personal experiences.

Discussion Questions:

- Why are personal and social problems sensitive topics?
- How can counselors show empathy when discussing these issues?

C. Key Vocabulary for Counselors

Vocabulary	MEANING	EXAMPLE
relationship	connection with others	I have problems in my relationship.
peer pressure	influence from others	Peer pressure affects my decisions.
self-esteem	sense of self-worth	Low self-esteem can affect behavior.
confidence	belief in oneself	I want to build my confidence.
support	help or encouragement	I need emotional support.

D. Reading Text: Personal and Social Counseling

Personal and social counseling focuses on helping clients understand and manage issues related to relationships, self-image, and social interaction. Clients may experience difficulties with peer pressure, family expectations, or low self-esteem. Counselors play an important role by listening actively, responding empathetically, and encouraging clients to explore their feelings and experiences. Through supportive communication, counselors help clients develop healthier perspectives and coping strategies.

E. Language Focus: Discussing Personal and Social Problems

- Would you like to talk about your relationship with others?
- How do you usually handle social pressure?
- It sounds like this situation affects your confidence.
- You are not alone in experiencing this.
- I am here to support you.

F. Model Conversations

Conversation 1

Counselor: Would you like to talk about your relationship with others?

Client: Yes, I often feel uncomfortable around my friends.

Counselor: That sounds difficult. You are not alone in feeling this way.

Client: Thank you. That helps.

Conversation 2

Counselor: How do you usually handle social pressure?

Client: I feel pressured to follow my friends.

Counselor: I understand. Peer pressure can be challenging.

Client: Yes, it really is.

G. Writing Exercises

Exercise 1: Completing the Dialogue

Complete the dialogue using appropriate expressions.

Counselor : Would you like to talk about your _____?

Client : Yes, I have problems with my friends.

Counselor : That sounds _____. I am here to support you.

Exercise 2: Writing a Short Counseling Response

Write a short empathetic response (4–5 sentences) to a client who is experiencing social pressure.

H. Speaking Activity: Personal Counseling Role-Play

Students work in pairs. One student acts as the counselor and the other as the client. The client shares a simple personal or social problem, and the counselor responds empathetically using expressions from the Language Focus section. Students then switch roles.

I. Reflection and Self-Assessment

1. Which expressions helped you respond empathetically?
2. Why is empathy important in personal and social counseling?

Chapter Summary

This chapter focused on counseling communication for personal and social problems. Students learned how to discuss sensitive issues, respond empathetically, and support clients experiencing relationship and social challenges.

BAB 12

Cross-Cultural Counseling Communication

A. Learning Outcomes (OBE-Oriented)

After completing this chapter, students are expected to be able to:

1. Identify challenges in cross-cultural counseling communication.
2. Use respectful language when counseling clients from different cultural backgrounds.
3. Respond sensitively to cultural differences.
4. Practice counseling conversations in multicultural contexts.

B. Warm-Up: Culture and Counseling

Culture influences how people communicate, express emotions, and solve problems. In counseling, cultural differences may affect clients' expectations and responses. Counselors must be culturally sensitive and open-minded when communicating with clients from diverse backgrounds.

Discussion Questions:

- How can culture influence counseling communication?
- Why is cultural sensitivity important for counselors?

C. Key Vocabulary for Counselors

Vocabulary	Meaning	Example
culture	shared beliefs and values	Culture shapes communication styles.
background	personal history	I respect your cultural background.
values	beliefs that guide behavior	Cultural values are important.
misunderstanding	incorrect interpretation	This may cause misunderstanding.
respect	showing consideration	Respect builds trust.

D. Reading Text: Cross-Cultural Counseling

Cross-cultural counseling involves working with clients from different cultural backgrounds. Cultural differences may influence communication styles, values, and expectations. Counselors need to be aware of these differences and avoid

making assumptions. By using respectful language and showing openness, counselors can reduce misunderstanding and build trust. Cultural sensitivity helps create an inclusive counseling environment where clients feel respected and understood.

E. Language Focus: Culturally Sensitive Expressions

- I respect your cultural background.
- Please let me know if I misunderstand something.
- I would like to understand your perspective.
- Different cultures may view this differently.
- Thank you for explaining this to me.

F. Model Conversations

Conversation 1

Counselor : I respect your cultural background. I would like to understand your perspective.

Client : Thank you. In my culture, family opinions are very important.

Counselor : Thank you for explaining that to me.

Client : I appreciate your understanding.

Conversation 2

Counselor : Please let me know if I misunderstand something.

Client : Sure. Some topics are sensitive in my culture.

Counselor : I understand. We can discuss this carefully.

Client : Thank you.

G. Writing Exercises

Exercise 1: Completing the Sentences

Complete the sentences with appropriate culturally sensitive expressions.

1. I respect your _____ background.
2. Please let me know if I _____ something.
3. I would like to understand your _____.

Exercise 2: Short Reflection Writing

Write a short paragraph (5–6 sentences) about why cultural sensitivity is important in counseling.

H. Speaking Activity: Cross-Cultural Role-Play

Students work in pairs. One student acts as a counselor and the other as a client from a different cultural background. The counselor practices using culturally sensitive language and respectful responses. Students then switch roles.

I. Reflection and Self-Assessment

1. What challenges may arise in cross-cultural counseling?
2. Which expressions help show respect for cultural differences?

Chapter Summary

This chapter emphasized the importance of cross-cultural communication in counseling. Students learned to use respectful and sensitive language, avoid misunderstanding, and build trust with clients from diverse cultural backgrounds.

BAB 13

Handling Difficult Clients Professionally

A. Learning Outcomes

Students are expected to be able to:

1. Identify characteristics of difficult clients in counseling settings.
2. Use professional and calm language when facing challenging situations.
3. Write appropriate responses to difficult client behaviors.
4. Practice handling difficult clients through speaking activities.

B. Warm-Up: Understanding Difficult Situations

In counseling sessions, not all clients communicate calmly or cooperatively. Some may appear angry, defensive, impatient, or unwilling to speak. Counselors must remain professional, patient, and respectful while managing their own emotions. Understanding the source of a client's difficulty helps counselors respond more effectively and maintain a supportive counseling atmosphere.

C. Key Vocabulary

Vocabulary	Meaning	Example
difficult	hard to deal with	The client seems difficult today.
calm	relaxed and controlled	Please remain calm.
defensive	protecting oneself	The client became defensive.
patient	able to wait calmly	Counselors must be patient.
professional	appropriate and ethical	Maintain a professional tone.

D. Reading Text: Managing Challenging Clients

Difficult clients may express anger, frustration, or resistance during counseling sessions. These behaviors often reflect deeper emotional struggles rather than personal attacks

on the counselor. Professional counselors respond calmly, listen actively, and avoid arguing or judging. By acknowledging the client's feelings and setting clear boundaries, counselors can de-escalate tension and guide the session back to a constructive direction. Effective handling of difficult clients strengthens trust and demonstrates counselor competence.

E. Language Focus: Professional Responses to Difficult Clients

- I understand that this situation is frustrating for you.
- Let us take a moment to slow down.
- I want to help you, and we can work through this together.
- I hear your concerns, and they are important.
- Let us focus on one issue at a time.

F. Model Conversations

Conversation 1

Client : This counseling session is not helping me at all.

Counselor : I understand that this situation is frustrating for you.

Client : Yes, I feel like nothing is changing.

Counselor : I hear your concerns, and they are important.

Client : I do not know what else to say.

Counselor : Let us take a moment to slow down and look at one issue at a time.

Counselor : I want to help you, and we can work through this together.

Conversation 2

Client : I do not want to answer these questions.

Counselor : That is okay. We can move at a pace that feels comfortable for you.

Client : I feel pressured right now.

Counselor : I understand that this situation is frustrating for you.

Client : Yes, it is difficult to talk about.

Counselor : Let us focus on one issue at a time.

Counselor : I hear your concerns, and they are important.

G. Writing Exercises

Complete the counselor's response using appropriate professional language.

1. Client: I am very angry right now.

Counselor: _____.

2. Client: This is a waste of time.

Counselor: _____.

3. Client: You do not understand me.

Counselor: _____.

4. Client: I do not trust this process.

Counselor: _____.

5. Client: I want to stop this session.

Counselor: _____.

H. Speaking Activity: Difficult Client Role-Play

Students work in pairs. One student acts as a difficult client, and the other as a counselor. The counselor practices remaining calm, empathetic, and professional. After practicing, students switch roles and reflect on the experience.

I. Reflection and Self-Assessment

1. Which expressions helped you stay calm?
2. How can professionalism improve difficult situations?

Chapter Summary

This chapter focused on handling difficult clients professionally. Students learned to respond calmly, use empathetic language, and maintain professionalism during challenging counseling situations.

BAB 14

Ethical Communication and Professional Boundaries

A. Learning Outcomes

Students are expected to be able to:

1. Identify ethical communication principles in counseling.
2. Use language that respects professional boundaries.
3. Write ethical responses to counseling situations.
4. Practice ethical communication through speaking activities.

B. Warm-Up: Why Ethics Matter in Counseling

Ethical communication is essential in counseling to protect both clients and counselors. Clear boundaries help build trust, maintain professionalism, and prevent misunderstandings. Counselors must communicate respectfully, honestly, and responsibly at all times.

C. Key Vocabulary

Vocabulary	Meaning	Example
ethics	moral principles	Ethics guide counseling practice.

Vocabulary	Meaning	Example
boundary	professional limit	Respect personal boundaries.
confidentiality	privacy protection	Confidentiality is essential.
respect	polite consideration	Treat clients with respect.
responsibility	professional duty	Counselors have responsibility.

D. Reading Text: Ethical Communication in Counseling

Ethical communication requires counselors to respect confidentiality, maintain professional boundaries, and communicate honestly with clients. Counselors should avoid personal involvement, inappropriate language, or promises they cannot keep. Clear ethical communication helps clients feel safe and respected. By following ethical guidelines, counselors protect client rights and maintain the integrity of the counseling profession.

E. Language Focus: Ethical and Professional Expressions

- Everything you share here is confidential.
- I must maintain professional boundaries.
- I cannot make that decision for you.
- My role is to support, not to judge.
- Let us focus on what is best for you.

F. Model Conversations

Conversation 1

Client : Can you keep this a secret forever?

Counselor : Everything you share here is confidential within professional guidelines.

Client : I am worried someone else might find out.

Counselor : I understand your concern. Confidentiality is very important in counseling.

Client : So no one will know about this?

Counselor : I must maintain professional boundaries, but your privacy is respected.

Client : That makes me feel safer.

Counselor : I am glad you feel more comfortable sharing.

Conversation 2

Client : What would you do if you were me?

Counselor : My role is to support, not to judge or decide for you.

Client : I really need your opinion.

Counselor : I cannot make that decision for you, but I can help

you explore your options.

Client : I feel unsure about what is best.

Counselor : Let us focus on what is best for you based on your values.

Client : That helps me think more clearly.

Counselor : We can look at your choices together.

G. Writing Exercises

Rewrite the following statements using ethical and professional language.

1. I will decide everything for you.
2. I promise to never tell anyone.
3. I think you should do exactly this.
4. This is only between us.
5. I know what is best for you.

H. Speaking Activity: Ethics Scenario Discussion

Students discuss ethical dilemmas in small groups and practice responding using ethical expressions. One student presents a scenario, and others respond professionally.

I. Reflection and Self-Assessment

1. Why are professional boundaries important?
2. Which ethical expressions are most challenging to use?

Chapter Summary

This chapter emphasized ethical communication and professional boundaries in counseling. Students learned to use respectful language, maintain confidentiality, and communicate ethically to support effective and responsible counseling practice.

FINALPROJECT

Integrated Counseling Communication Task

Deskripsi Tugas

Mahasiswa membuat dan mempraktikkan simulasi sesi konseling singkat dalam Bahasa Inggris.

Ketentuan:

- Durasi: 6–8 menit
- Berpasangan (Counselor–Client)
- Topik bebas (akademik, karier, personal concern)

Wajib mencakup kompetensi dari BAB 1–14:

- ✓ professional greeting & rapport (BAB 1–2)
- ✓ expressing & validating feelings (BAB 4–6)
- ✓ clarifying & paraphrasing (BAB 7)
- ✓ giving advice carefully (BAB 8)
- ✓ managing silence (BAB 9)
- ✓ professional closing (BAB 10)
- ✓ handling difficult client OR ethics & boundaries (BAB 13–14)

Output:

1. Script dialog (1–1,5 halaman)
2. Video praktik / live performance
3. Refleksi individu (150–200 kata)

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DESKRIPSI BUKU

This book, *English for Counseling: Developing Professional Speaking Skills for International Client Engagement*, is designed to support students in developing professional English communication skills for counseling contexts. Focusing on reading, vocabulary, writing, and speaking, the book presents authentic counselor–client conversations that reflect real counseling situations.

Each chapter is structured using an Outcome-Based Education (OBE) approach and integrates ethical communication, empathy, and professional language use. Through guided exercises, model dialogues, role-plays, and reflective activities, students are encouraged to practice English meaningfully and confidently. This book is especially suitable for students of guidance and counseling, counseling education, and related disciplines who need practical English for professional interaction.



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