

Counseling Observation Guide

Agency: _____

Staff name: _____ Date: _____

| Some Skills to Listen and Watch for: | Observations: Specific examples you heard or observed |
|---|--|
| <ul style="list-style-type: none">▪ Opens the Appointment/ Sets agenda▪ Affirms participant▪ Asks Some Open-Ended Questions▪ Completes most of assessment before educating▪ Allows time for participant to talk▪ Summarizes what participant has said▪ Works with the participant for next steps/plan▪ “Spirit” of PCE: shows genuine warmth; respectful; accepting and non-judgmental; avoids “should”, “need to”▪ Other? | |

An approach to providing positive feedback:

- ✓ How do you feel the appointment/visit went?
- ✓ What do you think went well?
- ✓ If you could go back and do it over, what would you do differently?
- ✓ Here are some examples of things I heard you say.....