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| **Exercise 1.3.1 Finding Your Voice** |

Read the paragraph below and highlight examples where the use of the passive voice or the third person distracts from the clarity or transparency of meaning. Also note any inappropriate I-statements.

Both formative and summative evaluation processes are important for ensuring that client needs are effectively addressed through the counselling process (Stewart & Blain, 2017; Wizard, 2019). Without a clear feedback loop, it is difficult for counsellors to assess the effectiveness of various aspects of the counselling process (James, 2015; Wizard, 2019). To address this concern, at the end of each session clients were invited to complete a brief feedback sheet, which contained the following information: (a) overall rating of the session; (b) specific rating of the working alliance, counsellor skills, progress towards goals, and sense of hope; and (c) a brief description of critical incidents in each session. I think that clients were pleased to be asked to provide this type of feedback. I reviewed the feedback on a client-by-client basis. Aggregate data for all clients was also produced. All clients identified clear links between counselling goals and processes as an important factor. A sense of connection to the counsellor and experiences in the sessions that connected thoughts and feelings were also identified. I felt affirmed in my work as a result of the feedback. Challenges were also presented. Based on this feedback, I have integrated a number of additional strategies into my work with most clients. Focused evaluation has an important role to play in counsellor self-awareness and professional development (Carlyle et al., 2018; Stewart & Blain, 2017; Wizard, 2019). In my opinion, the profession could benefit from developing new tools that are easy to implement and do not require a significant time commitment. There is also a need for existing tools to be made available to others.