

UNDERSTANDING OF NON VERBAL BEHAVIOR CLIENTS AND TECHNIQUES IN COUNSELING SESSION

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Abstract: The practice of counseling by counselor not only need the skills to understand what is expressed by the client, but were further able to understand and have skills in giving meaning to the nonverbal communication, demonstrated by the behavior of a counseling session. During this time many of counselors who focus only on what is revealed by the client and using verbal techniques alone without seeing what goes on inside the client more deeply to understand the communication indicated by nonverbal behavior. The techniques used in the discussion of this article provides the inspiration that counseling is an art, not superficial, not skeptical and just focus on one technique alone, but many of the techniques that can be used to explore client issues. Furthermore, this paper supports the philosophical theory of Gestalt who believe that the client can feel the direct presence in the counseling sessions through the practices of the techniques used, to interpret the expression of various communications made, stationing themselves and find their own meaning.

Keywords: nonverbal behavior, counseling technique

NON VERBAL BEHAVIOR OF CLIENTS

Nonverbal communication is defined as any form of delivery of a message beyond words when people perform an interaction with other people or the environment. Nonverbal communication is important to note given that most human communication is conveyed through nonverbal messages. Many researchers believe that the impression of the likes and dislikes of the individual against an object can only be interpreted and conveyed through the words as much as 7%, 38% are interpreted and communicated via voice as well as 55% more shall be delivered and interpreted through facial gestures. Some experts also said that nonverbal cues are usually more reliable than nonverbal cues. Many channels are used in nonverbal

communication is through facial expression, spatial communication (proxemics and territoriality) and the use of time (chronemics). How disclosure of non-verbal communication will be different in each culture. Even the often used expression in the proverb (Okun, 1987). Nonverbal behavior does not occur randomly, but are in every element helping relationship. That is, the client continues to bring such behavior in conjunction with their tongues. Because every time a client may be unconsciously stressed or oppose the language spoken by the nonverbal behavior.

Nonverbal behavior can provide a broader understanding of the communications submitted by the client. Here's the nonverbal behaviors that could

be considered by the counselor according to Thompson (2005), namely:

1. Eye Contact

Eye serves as a scanning mechanism, which through eye contact counselors can understand the emotions displayed individual. In many cultures, eye contact is also different intensities. In the cultural groups such as America, Japan and Navaho Indian taught not to stare at other people while in the Arab group, Egypt and South America emphasize their eye contact as a sign of their sincerity, seriousness and attention. In the context of business and social, eye contact plays a very important and rejection of eye contact would be regarded as a sign of boredom and disinterest.

Blink in America can have a different meaning of the message: could the temptation, hospitality, entertainment, or just hinted "I was just kidding". Many people stopped making eye contact when he told of the success for fear of mistaken arrogant. Eye contact becomes important note by counselors to ensure sincerity and authenticity are discussed by the client, the sincerity of the words, the desire to continue the counseling sessions or boredom, perspective or way of thinking clients. The counselor can observe whether the client has a keen eye contact, dreamy, switch-over, up and down which shows the different behavior between the conditions with other conditions.

2. Blank Face

Even without expression, Blank face gives a strong emotional message. Posts such as "Do Not Disturb" at the mall, in an elevator or in a subway leave a message to the counselor to adopt a neutral face to get away from something or someone unknown. Blank face a tough integral sign used to keep others at a distance polite.

3. Looking down

Behavior looks down or down to show others that he was not the object of attention. Ducking exhibits behavior budge, also reflects the fault, shame, and submissiveness.

4. Lowering the eyebrow

Lowering the Eyebrow showed their disapproval, doubt, or erratic and can show an angry expression that is usually accompanied with a stare and tight lips.

5. Raising the eyebrow

Raising Eyebrow is a facial expression that often do individuals who demonstrate their efforts to strengthen the domination of the gaze, frown, skepticism and sad.

6. Exhibiting Dominance

Dominance is the influence of power or control over another person. In the domain of communication, it indicates assertiveness (firmness), authority, control, coercion (coercion), compliance, dominance, power / strength, social influence and status.

7. Arms Crossed

In general, the behavior of crossed arms indicate the presence of coldness. But if the folding of the hands to the elbows pulled tightly on the body and can express nervous trembling acute and chronic anxiety. When folds widened hands out of the body with hands on hips showing arrogance, attitude is not like, or do not agree to something.

8. Hand behind head

Hand behind Head indicated he fully superiority, dominance and a know it all attitude. In the communication, hands behind his head would indicate a potential

signal of uncertainty, conflict, disagreement, frustration, anger, or resentment. This behavior usually reflects the thoughts, feelings, and negative mood.

9. Hands on Hips

Hand-on-Hips is a picture of an aggressive, ready to do something, ready to perform, ready to take part or to provide feedback to an event, activity, or job duties. A nonverbal sign indicates order is ready and discipline.

10. Drop of the Jaw

Lowering jaw indicated he fully or inconsistent shock, confusion or uncertainty. Usually experienced by those who lost the trail, entering an unknown place.

NON VERBAL SKILLS COUNSELORS

In counseling sessions, Egan (2007) concluded five nonverbal skills that should be involved in the initial concern for counselors abbreviated SOLER (Square, Open, Lean, Eye, and Relax). Square remind counselors to deal with clients directly which can be interpreted literally or metaphorically depending on the situation. Open shows counselor to use an open posture, do not cross your arms or legs and not being defensive. Lean remind counselor leaned toward the client, a safe distance and normative. Eye represents the eye contact while Relax remind counselors to always feel relaxed and comfortable. If this nonverbal condition already exists, then the counselor's own capital to build nonverbal same conditions to the client who will serve. (Gladding, 2012, 169).

Winkel (2007) provides an explanation nonverbal techniques that can be used in counseling are:

1. Smile: to express acceptance, for example when welcoming the arrival of the client. (Basic attitude)
2. How to sit down: to declare relaxed attitude and demeanor will pay attention, for example, bent forward, sat somewhat lean. Basic attitude clearly conveys a message to the client. (Basic attitude)
3. Nod of the head: to acknowledge and show understanding. (Basic attitude). May also accompany the words were aimed at guiding (strengthen, support).
4. The movements of the arms and hands: to reinforce what is expressed verbally. Such gestures are many variations, and contains a variety of meanings. (Strengthen, support)
5. Silence: to provide an opportunity for clients to speak freely, organize thoughts or calm down. (Basic attitude). When the silent client, the counselor may participate in silence, but the duration depends on the meaning contained in the client's silence.
6. Expression (facial expressions, facial features, facial, expression): to support or support and accompanying verbal reactions. Bervariassi mimic many, while its meaning depends on the cultural environment in certain areas, such as frowning, frown, raised eyebrow, a smile, and a bright face. (support)
7. Eye contact (counselors seek eye contact with the client): to support or endorse any verbal responses and / or express the basic attitude. However, it must avoid the impression that the counselor chase, forcing the client, or embarrass. How to stare at the face of the client

must be appropriate and reasonable. Besides being used as a nonverbal techniques, eye contact is also a means of observation of the client for light eyes and expression can reveal a feeling experienced, as well as body movements and vocal quality may contain affective meaning of the expression.

8. The variation in tone of voice and speed of speech: to adapt to the client's expression of feelings, such as a counselor to talk softer, slower, faster, with a tone higher or lower. These things include groves of vocal symptoms. (support)
9. Touch: to support the verbal responses and / or express the basic attitude. However, keep in mind, that the physical contact between the counselor and the client can potentially be dangerous, especially in the sphere of culture that tends to avoid physical contact other than shaking hands as a sign of greeting; especially physical contact between people of the opposite sex, including adults against children. So the counselor suggested that control themselves in using touch as a sign of attention and concern, let alone touched in a way that could be construed as sexual harassment by those who find fault.

The counselor should be able to have the skills of the measures used to observe behaviors that may appear. Skills interconnected actions with thoughts and feelings. One common mistake is to focus only on oral skills. Skills action involves five main message categories: verbal, voice, body, touch and action. The first four categories generally assume direct face to face contact. Category to five, message actions, does not require direct contact: for example, call or send flowers.

Counselors requires knowledge of skills relevant actions for the client population it serves. The counselor can encourage clients to understand the external events and the previous action. For example, how their thoughts and feelings before acting? What events in their outside environment affects their actions? also helps clients to become much more aware that their actions always have consequences and help the client to look at the level where the consequences of actions that influence subsequent behavior.

Counselors listen and collect client information, they form hypotheses action skills. The counselor can feel the confidence of the last relevant hypotheses and end a session early. Hypothesized that more temporary. Yet another hypothesis is always arise when the process advances counseling. Clients can share ideas on action that does not help, Observation always deserve attention, not least because the client shows some response to their concerns and skills problematic.

As counselor to listen to the client and gather information to help them build skills hypothesis action. Counselors can feel confident last several related hypotheses and end a session early. Hypothesized that more temporary. Another hypothesis is nevertheless always arise when the process advances counseling (Nelson, 1997).

CONCLUSION

Various behaviors in nonverbal behavior necessitates the need for a deep understanding and appropriate counseling techniques to be applied in schools by adjusting the conditions of Indonesian culture. As in Indonesian culture, eye contact to do but could not do in that session and by the counseling sessions (such as counseling on Islamic culture)

may eye contact can not be made whole as proposed by the author.

It should be understood by the counselor is not jumping to conclusions on communication displayed by the nonverbal behaviors of clients, because it may have a different meaning to what is understood by a counselor with the objectives to be delivered to the client. For that we need their efforts to check back with verbal communication. Communication should be verbal and nonverbal communication built between counselor and client to help the client get out of the problem to independence behave.

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