

# The Skilled Helper

## **A Problem-Management and Opportunity-Development Approach to Helping**

**Author: Gerard Egan**

### **Part I: LAYING THE GROUNDWORK.**

1. The Ingredients of Successful Helping.
2. The Helping Relationship and the Values That Drive It.

### **Part II: THE THERAPEUTIC DIALOGUE: COMMUNICATION AND RELATIONSHIP-BUILDING SKILLS.**

3. Empathic Presence: Tuning In and Listening.
4. Empathic Responding: Working at Mutual Understanding.
5. The Art of Probing and Summarizing.
6. Facilitating Client Self-Challenge: From New Perspectives to New Behavior.
7. Helper Self-Challenge.

### **Part III: THE SKILLED HELPER PROBLEM MANAGEMENT AND OPPORTUNITY-DEVELOPMENT APPROACH TO HELPING.**

8. An Introduction to the Problem-Management Process.
9. Help Clients Tell Their Stories: Stage I, Task I-A.
10. The Real Story and The Right Story: Stage I, Task I-B and Task I-C.
11. Designing for the Future: Stage II, Task II-A.
12. Goals, Outcomes, Impact: Stage II, Task II-B and Task II-C.
13. Planning the Way Forward: Stage III, Task III-A, Task III-B, and Task III-C.
14. Implementation: Making It All Happen.