

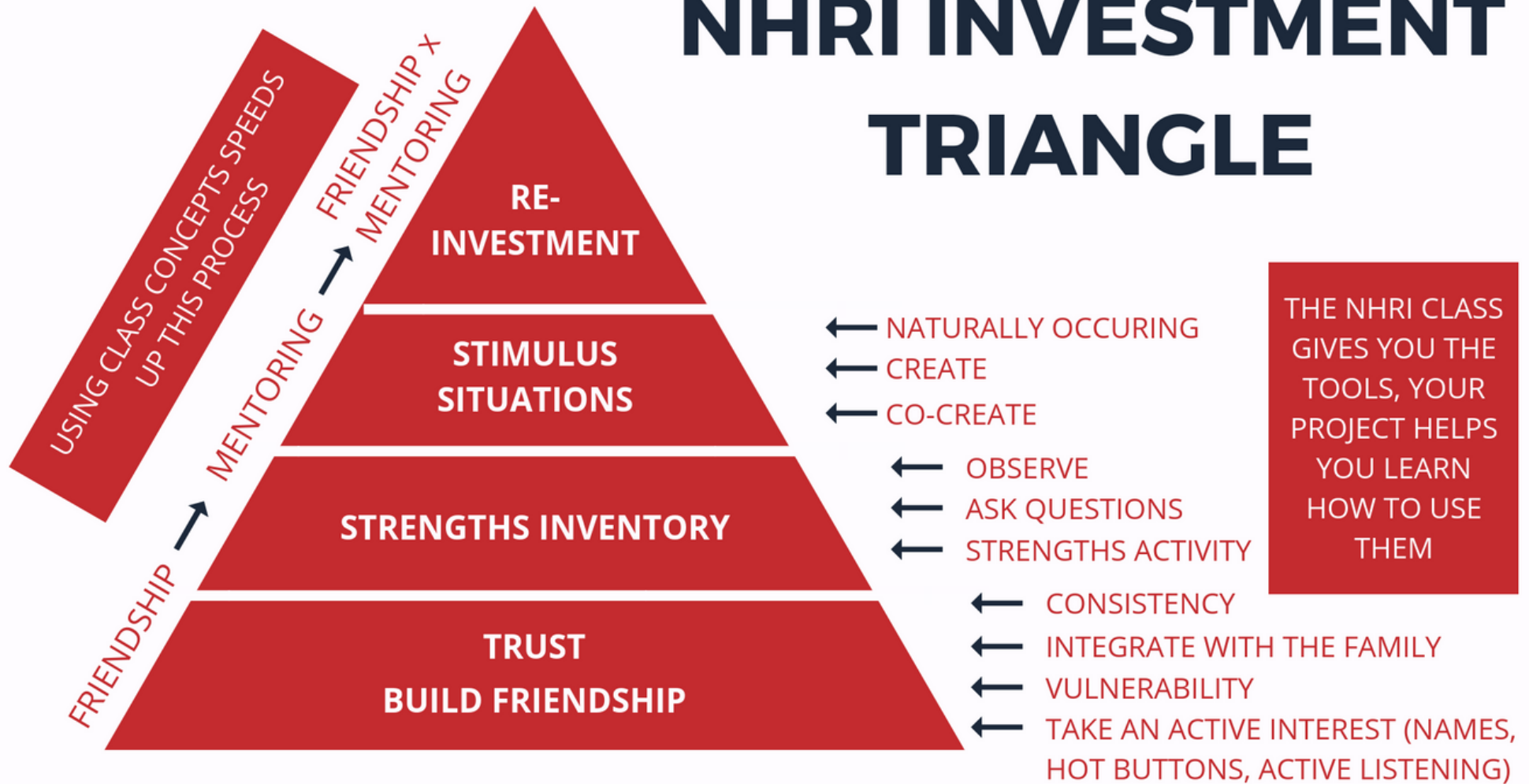
NEBRASKA HUMAN RESOURCES INSTITUTE

**WORKBOOK FOR JUNIOR  
COUNSELOR DEVELOPMENT**

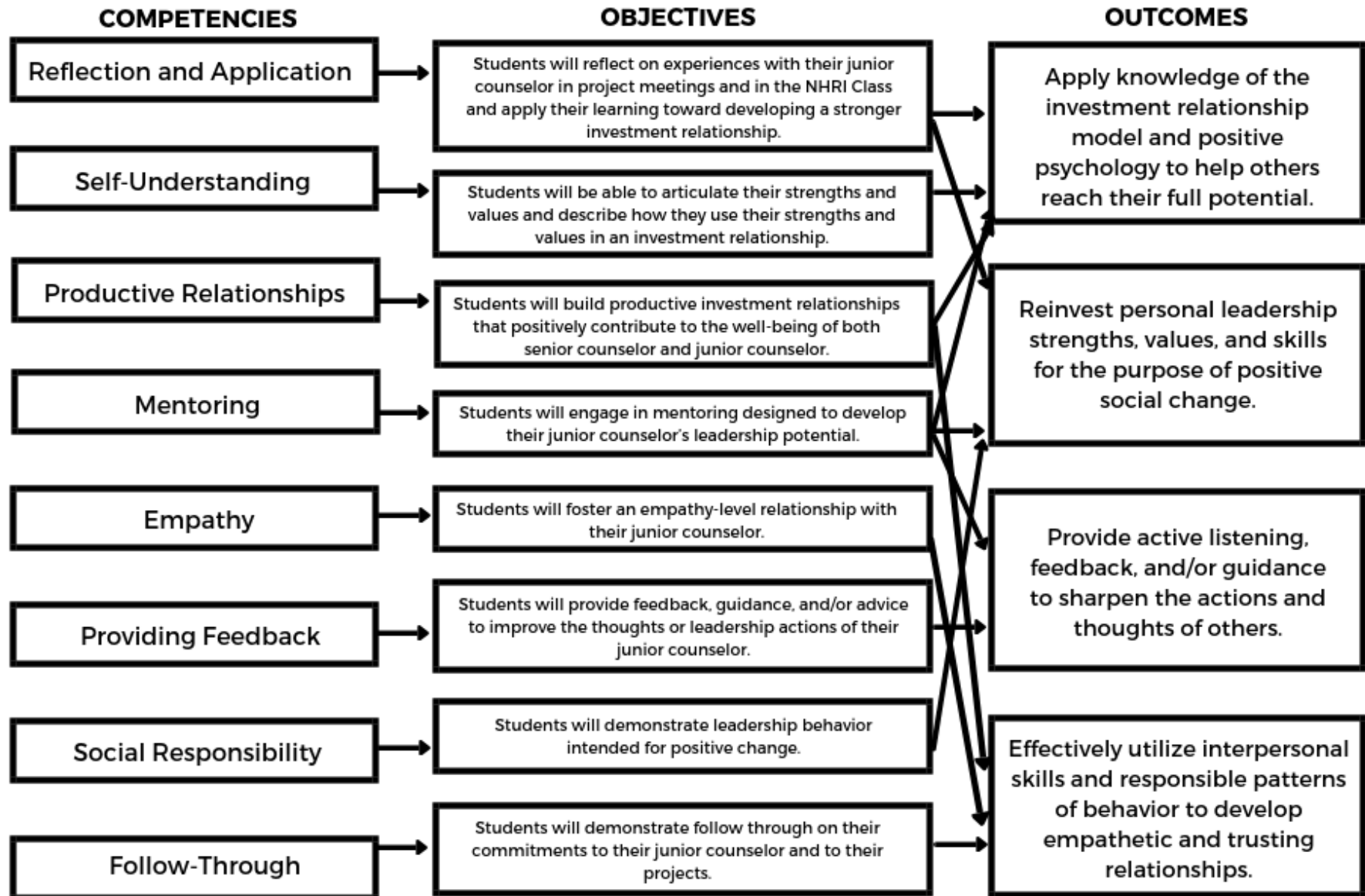




# NHRI INVESTMENT TRIANGLE



# NHRI PROGRAM OUTCOMES



## NHRI CLASS CONCEPT REVIEW

**Listening** is the key to understanding a person.

**Active listening:** eye contact, ask open-ended questions, paraphrase

Level A: Cliché Conversation; Level B: Reporting Facts About Others; Level C: My Ideas and Judgments; Level D: My Feelings and Emotions; Level E: Peak Communication

**Hot buttons** - topics of interest that stimulate conversation and relationships

**Proxemics** - The relationship between the physical distance between people and their interpersonal relationships. The closer their relationships, the closer the distance between them.

### **Locus of Control**

Internal: Separate themselves from their environment, Collect considerable information before making decisions

External: Decision-making influenced by external environment, here-and-now oriented, collect information based on what others think.

**Self-concept** - How we see ourselves and how we feel about ourselves.

**Self-fulfilling prophecy** - The expectation of an event may actually cause it to happen. Also known as the way we or someone else views us in the future

**Goals** - conceivable, believable, achievable, measurable, controllable, desirable, stated with no alternative, growth facilitating

### **Empathy**

Sympathy is feeling for someone; associated with sorrow. Empathy is feeling with someone; associated with all emotions

### **Values**

Standards or yardsticks of desirability by which an individual chooses between alternative behaviors. One's behaviors reflect one's values.

**Three types of time** - diffused, alone, optimum

**Distress** - Stress that is out of control. Accumulation of stress that has not been dealt with over a period of time.

**Eustress** - The presence of a stressor causes increased performance

**Stereotyping** - Applying blanket characteristics to a person based on group affiliation. We break down stereotypes by getting to know people as individuals.

**Synergy** - When two or more people combine their talents and energy working together to achieve a goal. Synergy is created when each person is given a role on the team based on his/her strengths

**Bucket and dipper** - When we fill others' buckets, we actually fill our own bucket. And when we dip from others' buckets, we actually dip from our buckets as well.