

NACS Counseling Skills Observation Checklist

Community name: _____ Observer: _____

(Tick ✓ one) Volunteer ____ Health care provider ____ Date: _____

Setting: Home ____ Private room in a health facility ____ Room with others present ____ Other (explain) _____

Skill	Did the counselor....?	Y/N (circle)	Comments
1. Establish rapport	Greet and welcome the client?	Y N	
	Introduce him/herself to the client?	Y N	
	Speak with respect and kindness?	Y N	
2. Follow ethical standards	Provide a private space to talk?	Y N	
	Avoid discriminatory or stigmatizing words/actions?	Y N	
3. Ask open-ended questions about the client's situation	Ask about the client's overall well-being (<i>for example, "How have you been feeling?"</i>)	Y N	
	Ask about the client's main concerns? (<i>ex: "What is troubling you?"</i>)	Y N	
	Ask about diet? (<i>ex: "What have you been eating lately? What did you eat yesterday?"</i>)	Y N	
	Ask about adherence to medication? (<i>ex: How is your ART/TB treatment going?</i>)	Y N	
	Ask about WASH? (<i>especially if client mentions diarrhea, did provider ask about drinking water, feces disposal, handwashing, etc.?</i>)	Y N	
4. Listen attentively	Maintain eye contact?	Y N	
	Reflect back (paraphrase) what the client said?	Y N	
5. Encourage positive practices	Praise client for efforts relevant to recommended practices?	Y N	
6. Communicate technically correct information	Present only accurate information?	Y N	
7. Address core needs (based on priorities)	Explain how to eat a balanced diet?	Y N	
	Explain how to keep food and water safe?	Y N	
	Explain why it is important to take medication as prescribed and/or how to improve adherence?	Y N	

	Explain why it is important to have regular health check-ups?	Y N	
8. Make appropriate recommendations	Give advice based on the client's needs and situation?	Y N	
9. Check for understanding	Ask the client to explain in his/her own words ('teach back') what he/she understood?	Y N	
10. Use materials effectively	Ask the client what is happening in the picture?	Y N	
	Ask the client how it applies in his/her life?	Y N	
	Ask if/how s/he can try to take that action at home?	Y N	
11. Discuss and agree on an action client will try	Ask about barriers? (<i>ex: What makes it hard to do ____?</i>) and enabling factors (<i>What/who may help support you in trying to do ____?</i>)	Y N	
	Discuss possible actions to help solve problems?	Y N	
	Did the client agree on a small, doable action to try?	Y N	
	Did the client rate his/her confidence as high (4 or 5) to carry out the action?	Y N	
12. Make appropriate referrals	Refer the client to medical treatment or other needed support? (e.g. economic strengthening, food security, psychosocial).	Y N	
13. Schedule follow up appointment	Write down the next appointment for the client?	Y N	
14. Confirm plans	Ask the client to re-state next steps? (<i>ex: "Please tell me what you are going to do at home & when you will return?"</i>)	Y N	
15. End on positive note	Emphasize the key benefits of the actions the client agreed to try, express encouragement, and thank her/him for coming?	Y N	

Scoring: Count number of 'yes' answers (indicating that the skill was clearly demonstrated during the observed counseling session). Should aim for 80% 'yes' as an indicator of good counseling.

31=100%=excellent!

24=80%=very good

20 = 65% = fair, but needs substantive coaching.

15 or below = less than 50% = poor quality, needs intensive support (retraining and coaching)