

# Initiating a Smile as the Independent Counseling Techniques

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**Abstract** This paper aims to conduct a study on the possibility of a smile in the process of counseling techniques. Until now continuous review of smiles as a communication technique mostly applied in the field of customer service (*customer service*) and marketing (*marketing*) but smile at the base as a technique can be done in various areas of life such as education in general guidance and counseling services. Smile Though very possible as a counseling technique itself as a part of the positive acceptance (*positive regard*). The amount of influence smile showed that when a nonverbal behaviors displayed demonstrate the sincerity of a counselor to the counselee's acceptance, it is necessary to train a counselor once initiated demonstrate a sincere smile. But on the other hand the issue of cultural factors also need to be given due attention however a counselor when dealing with true counselee are already in the space dimension and different cultures, both personal and community interaction.

**Keywords** Smile, Process Counseling and Techniques Counseling

## 1. Background

In the realization process of counseling is a form of communication which is carried out in a professional manner by the stimulation of communication in this process there are a number of techniques that can be called with counseling skills. The skills used in communicating with the counselee.

According to Sofyan S. Willis (2004) there are several terms used to name the techniques of counseling, which is counseling skills, counseling strategies and techniques of counseling. More distant Sofyan S. Willis (2004) defines counseling skills as a means used by a counselor in the counseling relationship to help clients (*counselee*) that develops their potential and be able to overcome the problems faced with considering the environmental conditions of social values, culture and religion. This study used the term counseling techniques.

Counseling techniques are generally divided into two parts: verbal counseling techniques and counseling techniques nonverbal, verbal counseling techniques are techniques whereas verbal communication counseling technique consists of nonverbal body language, physical gestures and facial expressions (Sofyan S. Willis, 2004; Jeanette Murad Lesmana, 2005; Allen E. Ivey et al, 2010).

In the non-verbal counseling techniques, facial expression

plays an important role to demonstrate a positive acceptance (*positive regard*) counselor to counselee one of them by showing a smile. Allen E. Ivey et al (2010) suggested a smile is a good indicator to show warmth and caring counselor. Another opinion expressed by Hackey & Cormier (Jeanette Murad Lesmana, 2005) that associate facial expressions such as smiling and *positive regard* with interest the appointment of counselors.

However, in some counseling expert opinion is not expressed concretely and specifically mentions a smile as a counseling technique in itself, is a consideration because a smile is its accompaniment of any response other counseling techniques used and show admission (range of) counselors. Smile often also regarded as an effort to build up the atmosphere when the counseling process is done (Allen E. Ivey et al, 2010).

Yet according to D. Sauter (2010) would not surprise most of human communication both verbal and nonverbal sourced from his own face. People across cultures to understand the value of smiles and other facial expressions that leads to positive emotions is called happy or happiness, and finally with a smile to help increase the positive values in the form of behavior and cooperation.

Until now continuous research smiles as a communication technique mostly applied in the fields of customer service (*customer service*) and marketing (*marketing*) but smile at the base as a technique can be done in many other areas of life such as education in general for example guidance and counseling services.

This study intends to study the possibility to carry out a

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smile as a technique in the process of counseling and further examines cultural issues in the counseling process, especially with regard to smile.

## 2. Library Studies

### 2.1. Counseling Process

The counseling process is seen as attempt to find the meaning of a decision on the problems experienced by the counselee. When the process was established in an attempt to counseling the counselee to maintain and restructure the way their view of the world, are often an attempt mastery. For that collaboration between counselor and counselee in making alliances to strengthen the meaning of work and offer opportunities for creativity, learning and synthesis, and increased motivation to achieve the goal of understanding the issues required in stages (Tracey Robert & Virginia A. Kelly, 2010).

In order to achieve maximum collaboration will require unconditional acceptance. Roads that can be taken to reach it is by the emotional climate that supports the counselee that he was no one to help. With increased empathic understanding, counselee generally increase the level of satisfaction of counseling, the possibility of compliance, and involvement in the counseling process. Throughout the counseling process empathy become an integral part of empathy, because empathy is born of the positive reception (Arthur J. Clark, 2010).

### 2.2. Counseling Process and Acceptance Positive (*Positive Regard*)

Positive acceptance (*positive regard*) is a dynamic concept of personality of Carl Rogers who demand individual acceptance by other individuals. In humans evolved positive reception from infancy to adulthood. Positive reception of its ideal properties unconditional (*unconditional positive regard*). Positive reception experience evolves placing a reciprocal basis. People are content to receive *positive regard*, and also feel satisfied can give *positive regard* to others. when *positive regard* was internalized, people will be able to obtain satisfaction of his own, or accept self-positive (*positive self-regard*) (Alwisol, 2010).

Besides that, the positive acceptance of the award should be coupled with a positive attitude. Yours or refer the counselee as a manifestation of a personal tribute to the counselee counselor dignified and humane. If this is achieved then the counseling process will be effective (Andi Mappiare AT, 2006).

### 2.3. Reception Smile as Positive (*Positive Regard*)

On the dynamics of social communication facial expression is an absolute requirement when going to establish social communication. For the first time when the contacts are built or when the facial expressions in communication plays an important role and determine the continuity of communication,

so that facial expressions can be said is that emotional cues act as social cues. From the first physical contact that is based on a facial expression conveys sincerity signaled to affiliate which is defined as an individual or an offer of help for the opportunity to connect the negative (Michael J. Bernstein *et al*, 2008).

Smile has a big impact in the communication processes especially on the positive acceptance (*positive regard*). Among the positive revenue impact of a smile as follows:

a. Someone with a smile would improve the understanding of the psychological condition experienced by other people, because of the smile on a process of communication when responding to and assessing verbal communication depiction adaptively interlocutor (Lucy Johnston, Lynden Miles & C. Neil Macrae, 2010).

b. With a smile on the other person can direct them to express themselves and the other person's openness can easily be expressed freely mood (Anneke Carolijn Vrugt & Vet, 2009).

c. Smiling as positive facial expression is often interpreted as a feeling of sympathy and empathy. Interlocutors interpret a smile as a deep sense of understanding and touching mood (Millicent H. Abel & Heather Watters, 2005).

### 2.4. Definition, Characteristics, Types and Effects Smile

#### 2.4.1. Definition Smile

A smile is one of the most important elements in the language of the human body. Although deceptively simple, in essence smile is a complex behavior. Once the extent of the meaning contained in the smile attracted many researchers to conduct research psychology. In the last few years along with improve field of positive psychology as a new claim, the research related to the positive aspects of human well developed. Positive psychology has always been associated with the meanings of human happiness.

This study is limited to smile as the willingness to cooperate and affiliate. From the explanation above, the definition of a smile is always associated with the two sides of the mouth and lips. Oral regarded as an indicator of a smile, but this is not entirely true. Yuki *et al* (Achim Elfering & Simone Grebner, 2010) believe a smile or mouth as an indicator of happiness broadly confined to the western culture, when people in general tend to express their emotions. In eastern cultures, a smile indicated not only the mouth but also the eyes. This understanding does not mean that the opinions expressed D. Sauter (2010) previously mistaken but the value of smiles and other facial expressions but does universal indicator of a smile not only the mouth but also the eyes.

#### 2.4.2. Characteristics Smile

Smile has distinct characteristics similar to other facial expressions. Tendency smile traits often leads to attempts to demonstrate a sense of fun, cooperation or hiding negative emotional experiences (see Michael J. Bernstein *et al* (2008)

previously). Specifically the properties of such a smile.

1) Smile transmit emotions to the opponent communication, study and Blairy Hess (Zhivotovskaya, 2008) by showing participants video clips that show someone who is expressing anger, sadness, disgust and happiness. Results showed that participants consistently imitate expressions shown on the video clip playback time. In the end they concluded that emotional contagion occurs from the body expression responded to by opponent communication.

2) Smile has a close relationship with the increase in the worth of pride and self. Tracy and Matsumoto (D. Sauter, 2010) conducted a study to collect photographs of people who win fights of 30 participants from 30 different countries. The result they find there are a number of similarities behavior associated with the expression of pride among arms raised, head tilted, smiling and puffing out his chest.

3) Smile reduce tension in the communication barriers in those who are considered to have the power. Research conducted by Qin Zhang (2005) on a campus in the middle of PRC proves that the power distance between teachers and students are not so great if the teacher is able to create a full communication proximity communication. One of them with a smile often giving the student.

#### 2.4.3. Types of Smiles

Based on the kind smile there are basically two types namely genuine smile and a fake smile (Michael J. Bernstein *et al*, 2008; Athif Abu Al Ng, 2011). According Athif Abu Al Id (2011), to distinguish between true and false smiles can be done by paying attention.

1. In general, the smile was resting on the veins of the face on both sides. Facial veins, if it's a fake smile on the face of the movement veins left will reveal it because the veins of the left face is more expressive than the right.

2. The easiest way to find out is through the eyes of a fake smile, be seen clearly especially when eyes narrowed as he smiled.

3. In the mouth, particularly the upper lip is raised excessively while the lower lip did not react at all signify that fake smile.

4. His old smile, a smile that was usually does not take more than four seconds, whereas a fake smile irregular and slower expression on his face.

5. Reflections on the opponent's feelings last communication is a way to distinguish true smile and a fake smile. Smile that does have a strong emotional charge that opponents of the communication will be with more experience.

#### 2.4.4. Effect of Grin

Smile has a great influence on human beings and smile often described as reflecting communications. Smile is also referred to as one part of the positive emotions can function improves learning and effective decision-making (Joni Holderman, 2010).

### 2.5. Understanding Cultural Issues

In human communication when interacting with other human beings can not be separated from issues of both culture and the individualistic culture of the community. When humans interact with each other then the first thing to do is identify the nonverbal behavior of each individual listener, this effort was not separated from the role of culture as a standard for judging the merits of a person.

When doing the communication process according to Richard E. Porter and Larry A. Samovar (2006) communications are certainly not independent at the level of culture, cultural similarities in perception allows giving meaning thus similar to a social object or an event. Ways to communicate, the circumstances of communication, language and style of the language used and nonverbal behaviors, all of it was mainly a response to and a function of culture. Communication is culture bound. As cultures differ from each other, the communication practices and behaviors of individuals who have been brought in those cultures would be different anyway.

The next issue to consider is ethnocentric, Jefferson M. Fish (2008) pointed out that avoiding mistakes ethnocentrism standpoint, because a smile is prone to this issue. Ethnocentrism is when people mistakenly see their own cultural perspectives simultaneously in objective reality it reflects the culture of egocentrism inevitable that individual psychological perspective was wrong could be regarded as an accurate objective is reworded.

## 3. Discussion and Conclusions

According to Hackney & Cormier (Jeannette Murad Lesmana, 2005), is a non-verbal counseling techniques nonverbal behaviors associated with positive acceptance (*positive regard*) include a soft tone and soothing voice, facial expression and a smile that showed interest, relaxed posture and leaning toward the speaker, who see direct eye contact counselee, gestures open and full of warmth, which is close to the physical position and a soft touch. Smile as a counseling technique that requires steps that can be done on an ongoing basis, namely:

*First*, conduct research both qualitative and quantitative approaches in the scientific method and cross different topics from different areas of life setting of a school counseling setting up community or other communities that also pertain smile picture can be viewed from many different review.

*Second*, from a number of studies that have been done then the next step is to formulate a number of research and gather the gist of a study of the theoretical study that found solid fundamentals with regard to smile as counseling techniques. Surely this will be born ditahap rules, and the conditions typical implementation smile despite the theoretical level.

*Third*, make and model of designing programs that facilitate training or counseling techniques use a smile or at least a smile integrate counseling techniques with techniques other counseling skills in an integrated manner. The proposed third step penulis certainly not final in the end, of

course, there will be a number of breakthroughs do various parties.

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