

# Improve Communication Skills with Interpersonal Students Through Counseling Group With Narrative Approach

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## ARTICLE INFO

### Article history:

Received 5 Feb 2023

Revised 5 Jun 2023

Accepted 30 Jul 2023

### Keywords:

Communication

Interpersonal

Counseling

Narrative Approach

## ABSTRACT

Communication is an interaction process that is an individual's effort to be actively involved in life. Interpersonal communication boils down to personal abilities in interacting with their environment so that individuals can carry out all their activities smoothly in the situations they face. The purpose of this research was to help students have interpersonal communication skills so that they have personal qualities that can interact and adapt to the environment. The method in this action research uses a narrative counseling approach, which is an approach that is suitable for use in services that help with problems related to interpersonal communication. Narrative counseling focuses on directing the client to public speaking, which is the ability to adapt in interactions. The process of a narrative counseling approach in helping problems is carried out using the client telling what is experienced in his personal life, where the activeness of the counselor as a facilitator and the activeness of the counselee is to convey stories as experiences in his life. The use of this narrative counseling approach is based on a conceptual framework to assist clients in finding new meanings and new possibilities in their lives. The narrative counseling approach helps improve interpersonal communication skills by obtaining success of 92%, and there are 23.25% contributing to an increase from the previous percentage, namely 68.75%. These data show that the narrative counseling approach is one of the various approaches that can be used in group Guidance and Counseling services in schools. Guidance and Counseling services have an important and strategic role in supporting the achievement of educational goals holistically.

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ISSN: 2722-2365 (Online) 2722-2357 (Print)

## **Introduction**

Interpersonal communication is a daily activity mostly carried out by humans as social beings in their environment. Communication is an interaction process that is an individual's effort to be actively involved in life. Good and effective interpersonal communication skills are needed by individuals to help them succeed and carry out all their activities smoothly in the situations they face. Trenholm and Jansen (Suranto, 2011: 3) define interpersonal communication as communication between two people that takes place face-to-face. The nature of this communication is spontaneous and informal, receiving maximum feedback from each other and participants playing a flexible role. In addition, interpersonal communication is a process by which people create and manage their relationships, carrying out reciprocal responsibilities in creating meaning. (Verdeber in Muhammad Budyanto. 2012: 14) .

Before the limited face-to-face (PTMT) implementation of learning at Tanjungsari 1 Public High School, it was recognized that students had limitations in interacting with the environment freely. All activities are accessed online/online from home, so the possibility of meeting face-to-face/in person is very limited. This is what also makes it possible to become the cause of problems, so that data on students who have difficulties in empathy, difficulties in openness, difficulties in supporting communication, and the presence of students who are unable to think and be positive in interacting with their environment, especially in class X students who incidentally mostly do not know and have never met before. It becomes a fact that students show minimal interaction between students in class so the situation in class does not show harmony in interaction and seems to lack flexibility between people.

## **Method**

The problem-solving method in this action research is through the Naratif Group Counseling service strategy with a narrative approach to assist clients in retelling the narrative of the client's personal life. In this narrative approach, the activeness of the counselor is as a facilitator and the activeness of the counselee is telling stories as experiences in his life. Narrative counseling (Narrative Counseling) is an approach that has a social constructionist, narrative, post-modern view that highlights how power, knowledge in the family, and other social and truth. Narrative Therapy is based on four basic beliefs, namely: 1) Clients are not defined by the problems they present, 2) Clients are experts in their lives, 3) Clients have many skills that are used as resources in their life journey, and 4) Change occurs when clients accept their role to create a narrative that is congruent with their expectations.

The implementation procedure is through class action, which consists of cycles and each cycle consists of 4 main activities, namely: Planning, Action, Observation, and Reflection. The four stages constitute one cycle or cycle, therefore each stage will be repeated.

## **Findings and Discussion**

### *Findings*

Data collection data by observation and using the Problem Check List (DCM) found the data presented as follows:

**Table 1. Problem Check List result**

<b>Deskripsi</b>	<b><math>\Sigma</math></b>	<b>%</b>
Interpersonal communication is not disturbed	<b>26</b>	<b>68.75</b>
Interpersonal communication is disturbed	<b>10</b>	<b>31.25</b>
<b>Total</b>	<b>32</b>	<b>100</b>

Based on these initial data, group counseling was carried out through a narrative approach in 2 cycles, with 2 meetings in each cycle. The group counseling process can be described as follows:



**Figure 1. Research process**

The percentage of group counseling results per cycle can be illustrated through the following diagram:

**Table 2. Percentage of group counseling results per cycle**

Indicator of Communication Skills	First Cycle Results		Second Cycle Results	
	1 <sup>st</sup>	2 <sup>nd</sup>	1 <sup>st</sup>	2 <sup>nd</sup>
	meeting	meeting	meeting	meeting
Self-Disclosure	15%	20%	20%	20%
Empathy	10%	15%	20%	20%
Support	10%	15%	20%	20%
Positive Attitude	10%	15%	15%	17%
Equality	10%	10%	10%	15%
Summary	55%	75%	85%	92%

## Discussion

Based on the results of the entire cycle, show that group counseling activities with a narrative approach contribute to the success of improving students' interpersonal communication skills.

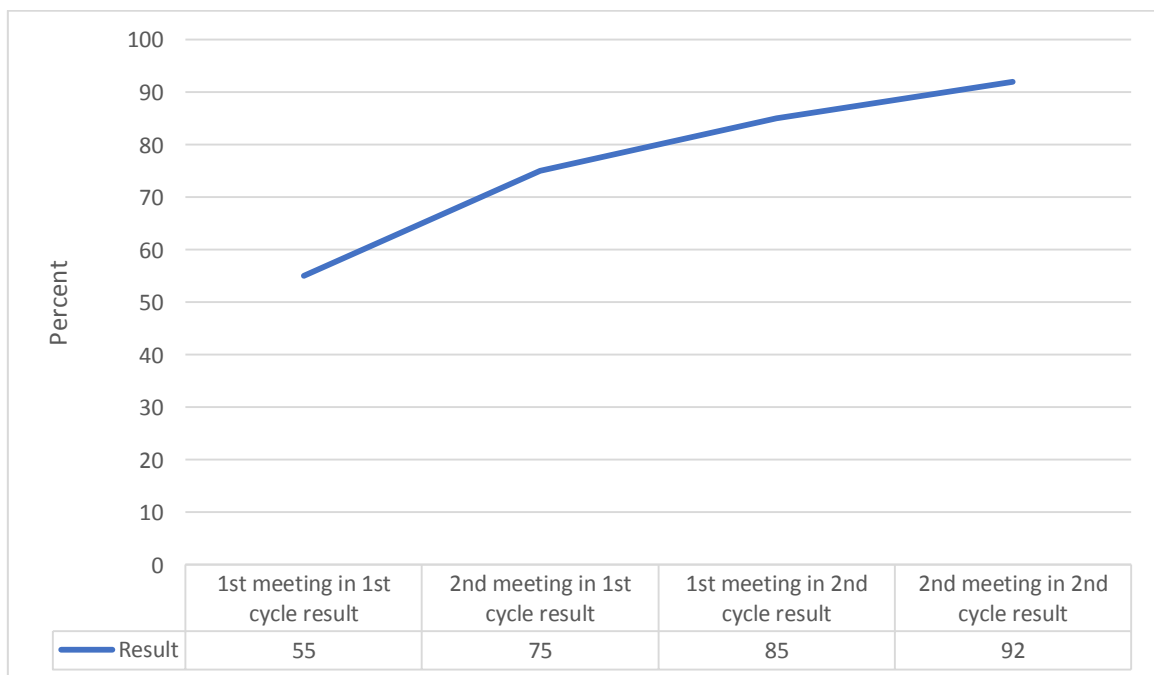
The achievement of the results obtained is of course not achieved 100%, but the group counseling activities carried out can help overcome interaction conflicts that are less harmonious so that effective daily life becomes not bothered again. Improvement of communication skills in each cycle of counseling can be illustrated through the following diagram:



**Figure 2. First cycle results**



**Figure 3. Second cycle results**



**Figure 4. Increase in research results**

Increased success is obtained from improvements to the actions of reflection in each cycle and each meeting. The implementation of group counseling activities comes from the narratives and stories of each participant, as well as video and song playback, to express an understanding of everything that can happen anytime, anywhere, and from anywhere in terms of interactions in their environment. Communication is unlimited when speaking from

one person to another. The direction of communication includes a fairly broad understanding. Body language, signs, and codes participate in completing communication activities, so that "communication is wonderful".

## **Conclusion**

There are two main points in the Guidance and Counseling work direction, namely, independent problem-solving of students and strengthening the mental health all of students, so that they are not only focused on students with problems. To continue to be able to provide services in all situations as is currently happening, Guidance and Counseling service activities need to be carried out innovatively and creatively.

Interpersonal communication is a process that leads to personal abilities in interacting with their environment. There are five indicators of interpersonal skills: self-disclosure, empathy, support, positive attitude, and equality. The implementation of narrative counseling is an approach that is suitable for use in services that help, related to interpersonal communication that is experiencing problems. Narrative counseling focuses on how to direct participants to public speaking, which is the quantum of self-adjustment in interaction. The approach to narrative counseling can improve interpersonal communication skills by 92% and 23.25% contributes to success in increasing from the previous, namely 68.75%.

## **Acknowledgment**

Being grateful for the blessings of Allah SWT will be more meaningful if it is manifested in the form of an action that is beneficial to mankind. So the authors try to conduct Counseling Guidance Action Research with the hope that it can be used as a basis for conducting further Counseling Guidance services. This research was made possible thanks to the assistance of many parties, so the author does not forget to thank:

1. Mr. JUMIYANTO, S.Pd, M.Eng. as the principal of SMAN 1 Tanjungsari
2. Other parties who helped organize research activities.

The author hopes that the results of this research can be the beginning of an idea that is beneficial to all parties, especially teachers and education practitioners so that this paper can contribute to making innovations in the field of education.

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