

The diploma thesis deals with the professional counselling for persons in unfavourable social situation. The seven chapters are concerned with the theoretical study of counselling problems, the eighth chapter addresses particular consultancy centre. The practical part of the thesis provides some information on empirical study carried out at the centre.

The origins and the current concepts of professional counselling are briefly described in the first chapter, including a short reference to the Social Services Law in relation to the counselling. Another chapter is concerned with the definition of counselling, while the outline of goals and principles of the professional counselling are described in the third chapter.

Furthermore the types of counselling services in the frameworks of state and non-state actors are listed in the next part. This chapter also presents activities of citizen clinic and gives a brief excursion to unemployment and professional and career counselling. Chapter five deals with policies and guidelines used in the professional counselling work. The next part analyses the counselling process, problem description as the initial aspect of this process and briefly describes the Egan's Skilled Helper Model of communication. The counsellor personality, his activities and work with clients are described in the seventh chapter. The main part of this chapter is concerned with information and counselling centre Kontakt that provides professional social and legal counselling services. The practical part of the thesis consists of both analysis and summary of the quantitative survey, which was carried out by the questionnaire method at the counselling centre mentioned above. The annex of the thesis is concerned with activities of the centre Kontakt.