

## Counselling Skills at Work

### INTRODUCTION

This course is aimed at individuals who may be expected to support individuals with a range of issues, they maybe personal or work-related. The course explores the skills of counselling and also helps you identify when you need to refer the situation to a professional counsellor or agency.

### COURSE OBJECTIVES

*By the end of the course, delegates will have:-*

- **Demonstrated** their understanding of the role of the counsellor and identified core skills
- **Discussed** and identified the opportunities for counselling and how to use them
- **Practised** the key, component skills of counselling, in particular reflective and non-judgemental listening
- **Practised** structuring and managing a counselling interview in a role play situation
- **Identified** the types of counselling interview and practised at least one of these in a role play situation
- **Identified** own limitations and when to refer on. Also the need for own support

**COURSE DURATION:** 1 Day Course

### COURSE CONTENTS

#### What is Counselling

Counselling defined  
The essential skills of a counsellor  
Golden rules

#### Recognising and Identifying the need for Counselling

Counselling for work-related problems  
Counselling for personality problems  
Counselling for problems outside work

#### Essential Counselling Skills

Verbal and non-verbal communication  
Active and reflective listening  
Communicating acceptance and non-acceptance  
Questions that work and questions to avoid  
Appropriate and inappropriate responses

#### Practical exercises

#### Managing the Interview

Developing an effective structure  
Starting the interview  
Getting people to talk  
Exploring feelings  
Role Play

#### Types of Counselling

Career – Redundancy- Grievance – Personal Problems –  
Performance Counselling  
Case Studies & Role Play

#### Contracts and Boundaries

#### Personal Development Action Plan

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