

Counselling Skills

Duration: 1 Day

Participants: 4-12

Who should attend: Those needing an introduction to the key process and techniques of counselling, particularly counselling in the workplace

Aim: To develop counselling skills for managers and non-counselling professionals

Objectives:

By the end of this session participants will be able to:

- > Describe the difference between coaching, counselling and mentoring
- > Use an appropriate counselling process
- > Apply the key skills of listening, questioning and suspending judgement
- > Develop their own approach to counselling to maximise effectiveness

Key Content

What makes counselling different from coaching or mentoring?

We explore these different roles, and what this means in practical terms to those in the workplace

How to go about it?

The programme focuses on the key stages and the skills needed for each of these stages

Opportunities to practise and receive feedback

Participants are encouraged to explore their own approaches to counselling, and receive feedback on their approach

Outline format

Day One

Welcome and Introduction

- > Needs and expectations

What is counselling?

- > Counselling v. coaching
- > Counselling styles
- > Counselling process
- > When to use

Approaches to counselling

- > Diagnose personal styles
- > Key skills (1)

Key skills (2)

- > Questioning
- > Listening
- > Suspending judgement

Practical exercise and feedback

- > Case studies
- > Feedback

Review

- > Action planning

Further Information and Bookings

Please contact Denis Mahoney at Business Transformation (Training and Coaching) on 01903 784783 or 07766 333294 or be email at denis.mahoney@business-transform.co.uk.