

# Counselling

## Duration: 1 day

This course is designed to meet the requirements of individuals in management and non-supervisory roles.

For individuals, the course focuses on providing an insight into the skills/principles which make up Emotional Intelligence and to explore how these can be applied.

For managers, the course will cover essential counselling skills to enable individuals to manage the day-to-day performance of their staff to try to ensure each staff member achieves to the best of their ability.

## Who should attend this course

Managers and other individuals in non-supervisory roles who need to develop their counselling skills

## Course Objectives

- Preparing for a counselling interview effectively
- Asking questions and listening effectively
- Using interpersonal skills/body language to best effect
- Establishing the true nature of the problem(s)
- Recognising own limitations
- Assisting the interviewee in agreeing the way forward
- Concluding the interview successfully
- Give and receive feedback effectively
- Identify personal strengths and development needs in relation to coaching and counselling skills and create a self-development plan

## Course Outline

### The Grief Cycle – the five stages

- The 'grief cycle' is actually a 'change model' for helping to understand and deal with (and counsel) personal reaction to trauma.

### Transactional analysis theory and model

- Transactional Analysis is a social psychology and a method to improve communication. The theory outlines how we have developed, and treat ourselves, how we relate and communicate with others, and offers suggestions and interventions which will enable us to change and grow.

### Exploring the Drama Triangle

- The three roles -- Perpetrator, Rescuer and Victim -- operate to keep people in the illusion of power.

### Assertiveness and self-confidence

- How to help build, boost, and develop self-confidence and assertiveness

### Feedback techniques

- Jo-Hari window and techniques for effective and honest feedback

### **Handling conflict positively**

- Understand what conflict is.
- Identify what happens when faced with conflict.
- Recognise people's responses to conflict.
- Apply the skills required to effectively manage / resolve conflict.