

learning  
equals  
development

# EQV Course Outline



■ **Counselling Skills in the Workplace** (Ref BS-PD-CSW)

■ **1 Day**

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# Counselling Skills in the Workplace (Ref BS-PD-CSW) (1 Day)

## Business Benefit

The working population spend a large part of their lives in the workplace and sometimes work and personal problems can diminish their performance and affect their well being. Timely appropriate help and support from a colleague could prevent the problem escalating and resulting in stress and under performance. This course aims to give delegates the skills to offer that support.

## Who Should Attend?

Anyone who may be required to offer help and support to others in the working environment.

## Learning Objectives

*By the end of this course you will be able to...*

- Practise the skills and attitudes involved in helping colleagues to solve their own problems.
- Understand what counselling can achieve and what its limitations are.
- Demonstrate how to use listening and supporting skills.
- Explore and practise 'person-centred' problem solving.
- Describe the difference between counselling and other forms of support and guidance.

## Course Content

- What are Counselling Skills and how are they used in the workplace?
- The positive uses of 'power'.
- Adopting the correct attitude for counselling.
- The skills of active listening.
- Being disciplined with time.
- The 'person-centred' framework for problem solving.
- When and how to confront and challenge.
- Practising the skills of reflecting and summarising.
- Action plans.

## You may also be interested in

Active Listening.  
Coaching and Mentoring..  
Motivation.  
Stress Management.  
Dealing with Negativity  
Assertiveness.

Dates: 08 Jan • 16 Feb • 18 Mar • 16 Apr • 14 May  
15 Jun • 13 Jul • 12 Aug • 14 Sep • 15 Oct  
16 Nov • 14 Dec

Price: **£395**  
per person

## The EQV Promise

We ensure that our courses are well received and are delivered by trainers that have actual commercial competency in their chosen subject.

Not only is this essential for our accreditation purposes but it ensures that the trainers will be able to include relevant experiences they themselves have learnt from. This generates appropriate engagement and empathy in the training environment.

When the course is completed we will report back to you about how the training has been received and can indeed evaluate the training right from start to finish after the skills transfer period. This information can come from your account manager who is your main point of contact at all times.

## The EQV Experience

Our training courses take the attendee on a journey of learning and development. Throughout the course everyone is engaged in a stimulating and participative way.

Our courses are designed to encompass many different kind of learning activities making sure they appeal to different natural styles of learning that individuals have.

Activities may include a selection of syndicate work, discussion, pair work, case studies, games, role play, quizzes and presentations.

During the event an individual works on their own implementation plan so that they have a clear plan of how they are going to support their own skills transfer back in the workplace. Whilst it is important for the attendees to enjoy the workshop we want to ensure they apply as much as possible back in the workplace.

## Our Training Centre

Set in the heart of beautiful rolling Leicestershire countryside, our idyllic training facilities not only provide attendees with the perfect environment to concentrate on their individual learning experience but also provide the practicality of ample parking and fully designed and equipped training rooms.

You will be greeted upon arrival by our training coordinator who is your point of contact throughout the day should have any specific queries.

A delicious buffet lunch is provided catering for a variety of dietary needs.

## What Delegates Say about this course

*"Went above and beyond my expectations."*

*"Superb"*

*"Useful good ideas and strategies"*

