



General Physics (UK) Ltd
www.generalphysics.co.uk

Using Counselling Skills in the Workplace

Ref: GP-CO-UK-479 v1.0 - July 2011

© General Physics (UK) Ltd

For further information, please call
+44 (0)500 734 734

Email us at
emea-enquiries@gpworldwide.com

Visit our website
www.generalphysics.co.uk
www.gptrainingconsultants.com



Using Counselling Skills in the Workplace

Duration

1 day

Overview

Whether you are managing a meeting or having a difficult or sensitive conversation at work – you can benefit from using counselling skills. Enhancing your ability to listen effectively and ‘tune in’ to others.

This one day workshop is an excellent beginning for improving communication and reducing potential conflict.

Objectives

- Clarify the difference between coaching and counselling skills
- To identify the qualities and personal attributes of skilled communicators
- Identify potential ethical conflicts when having sensitive conversations
- Assess the boundaries necessary when supporting individuals
- Apply the use of key counselling skills

Agenda

- Welcome and introductions
- Identify the difference between counseling, counseling skills and coaching
- Identify the key counselling skills required for effective communication
- Review the conflicts that can occur between individual roles and responsibilities
- Lunch
- Assess the need for confidentiality and setting boundaries
- When to refer on
- Skills in practice: Observation, Body Language, Congruence and Empathy



Further Information

Other Information

Suggested follow-up courses: Managing Conflict in the Workplace and Stress Risk Assessment for Managers

Recommended Reading

- The Skilled Helper, Brookes/Cole, California - Gerard Egan
- Person Centred Counselling in Action, Sage, London - D Mearns and B Thorn