

Counselling skills for managers

Full Day



Most managers and supervisors dread discussing personal issues with staff. This course provides practical skills that enable the manager to help employees work through difficult issues.

Issues range from, personal conflict in the team, harassment, coping with major change or heavy workloads, to personal problems.

What is counselling?

- Which issue can benefit from a 'counselling' approach at work?
- How does counselling differ from *giving advice* or *coaching*?
- What is the realistic objective of workplace counselling?
- When do you need to offer professional help for staff?
- What is your organisation's procedure for arranging professional counselling?
- How do counselling skills help managers in their day-to-day supervision?

Learning NOT to supervise

- Why can't a manager or supervisor offer advice when counselling?
- What is the counsellor's role?
- What is kept confidential?
- What can't be kept confidential?
- The importance of providing *empathy* not just *sympathy*
- A simple way to measure the success of your counselling discussion

Raising issues

- The 3 essential things you must do before raising an issue with a staff member
- What is the best time and place to raise an issue?
- How can you raise a personal issue without appearing to 'stick your nose in'?

Encouraging people to talk

- The 5 best open and closed questions to ask
- How to give people time to think what they want to reveal to you
- How to paraphrase what is said to confirm your understanding
- How much eye contact is appropriate?
- What should you do if people become emotional?



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Providing a structure for solving problems

One of the most helpful things a manager or supervisor can do is provide a structure for an employee's problem – as long as it's done neutrally.

- The simplest structure for working through a personal problem
- How to correct factual errors and provide additional options (without bias)
- Helping people weigh up the pros and cons of various options

Letting them find the solution

- How to encourage people to find their own solutions
- What do you do if you don't agree with the solution?
- Agreeing the next step
- Emphasizing the progress made during the discussion
- How to keep the door open for future discussions



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