



NewGrange

TRAINING & SERVICES LTD

Better People, Better Business®

Practical Counselling and Support Skills

Skills for Supervisor and Managers

Effective managers and supervisors use counselling skills in a variety of contexts. As well as the necessity to help people with personal difficulties which may have been affecting their work performances. Managers also use counselling skills in more formal interview settings, for example, appraisal, one-to-one supervision and support, return to work interviews and identification of training and development needs.

Poor working relationships, lack of motivation and attendance issues can also be tackled by the appropriate use of counselling and active listening. This one-day course will introduce participants to counselling techniques, and show them how to use these techniques appropriately.

Aimed at:

Managers and supervisors who have a responsibility for other staff.

Course Location: On-Site at your premises

Course Duration: 1 Full Day 10am-4.30pm (date to suit you)

No. of Delegates: 12 delegates max

About the tutor - Elizabeth Doggart is an experienced counsellor and trainer, a Founder of the Association for Rational Emotive Behaviour Therapists and is a Fellow of the Institute of Personnel Development. Her wide range of qualifications include registration as a UKCP Registered Psychotherapist, BABCP Accredited Cognitive Behaviour Therapist and Member for the British Association for Counselling. Elizabeth's publications include: "Understanding Trauma - Essential Skills for Working with Emotional Shock", "How to Survive Post Traumatic Shock" and she is currently in the progress of writing "Preventing Workplace Bullying".

Outcomes: by the end of the course delegates will:

- Understand when to use counselling techniques in the workplace
- Have learnt a three-stage approach to counselling, and practised the skills involved
- Have identified their own personal counselling style, and how their mood and stress-level affects their performance
- Have learnt how to deal with difficult situations
- Have gained techniques and skills to deal with negative attitudes
- Understand how to use assertiveness to improve work performance
- Have learnt how to defuse aggression and deal with confrontation effectively

Style and Method

A participative workshop which includes trying out the tools and techniques for counselling and "active listening", group discussions and exercises. Participants are given an opportunity to practice their skills and receive constructive feedback and support from the tutor.

Delegates Receive:

Certificate of Training

Course Notes

Course Materials

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