

# Counselling Skills in the workplace

## **Aim**

To improve communication skills in a variety of settings

## **Target Group**

Workers at all levels who would like to develop an understanding of the benefits of using counselling skills in the workplace

## **Time**

10.00 am – 4.30 pm

## **Course Content**

- Why use counselling skills?
- What are counselling skills?
- Active listening
- Barriers to active listening
- Summarising
- Reflecting Paraphrasing
- Basic empathic responding
- How are you doing?

## **Training Methods**

Variety of pair and small group work; general discussions; quizzes; case studies; videos; role-plays; and a limited amount of lecturing.

Prices are inclusive all materials (certificates and handouts), lunches and refreshments.