

Title: Introduction to Counselling Skills

Aims: To learn basic counselling skills, and how to apply them in the workplace

Objectives: Learn the importance of rapport building
Develop effective counselling skills to appropriately respond to situations
Look at Egan's counselling model and how it can enhance the counselling process

Target Audience:

This course will greatly benefit anyone who has a communication role at work, and would like to improve his or her verbal skills. This course will dramatically improve your skills and understanding of the use of counselling techniques.

Course content

- What is counselling
- Using Non – Verbal Communication
- Empathy
- Verbal Skills
- Psychological Defence Mechanisms
- Phone Counselling
- Egan's Model
- My world/ your world
- Boundaries and referrals
- Case Studies
- Teamwork
- Summary
- Evaluations and endings

Commentary

This course covers a basic introduction into counselling skills, to enable the participants to have an understanding of what counselling is. In addition the participants get to practice a range of basic counselling techniques, and explore some of the underpinning knowledge and theory behind the methods.