

STAFF COUNSELLING

OBJECTIVE

In day to day management, situations arise where the performance of staff drops to a level where counselling is needed. If not conducted properly, the desired outcome is not achieved and sometimes the employees behaviour becomes worse. If emotions are out of control, accusations of coercive and threatening behaviour can be made. Skilfully conducted counselling will ensure that disruption is kept to a minimum so the day to day running of the business can continue smoothly.

TARGET AUDIENCE

This programme is designed for all managers of people. A useful pre-requisite to this programme is the Platinum - Staff Retention Through Reward and Motivation.

LEARNING OUTCOMES

- Managers will know how to establish the pre-requisites for effective counselling
- Managers will know the basic requirements for conducting a counselling session.
- Managers will become practiced at running a counselling session.

WORKSHOP OUTLINE

- When should people be counselled?
- Setting up the pre-requisites for counselling
- Do they really know what you wanted in the first place?
- Running the counselling session
- Influencing Styles
- The three stages of influence
- Dealing with emotional behaviour
- Giving constructive feedback
- The counselling follow up

DURATION

Four (4) hours