

# Rhema Performance Management Courses

**Course Title:** Counselling Skills

**Duration:** One Day

## Course Objectives:

As a result of this course you will be able to:

- Understand your counselling role as a manager
- Be able to identify the counselling needs of your team members
- Be able to use a counselling process
- Be able to use counselling skills effectively
- Know where to find useful counselling resources and tools

## Course Content:

- What do managers and employees expect from one another?
- Counselling and Performance Management
- What is counselling?
- Counselling and Trust
- Identifying counselling needs
- How to tackle different counselling needs
- What is effective communication when counselling?
- Interpersonal skills of counselling
- Recognising signs of stress when counselling; managing conflict
- Tools Managers can offer Employees to help themselves