

Course Title: Counselling Skills for HR Professionals – *Influence Behavioural Change*

Change is critical to growth. In a rapidly changing and well-connected world, the ability to adapt to changes and chances is the vital key to healthy working environments. Yet change is challenging for most people and HR can have an uphill task in managing change as it entails managing people with their unique value-laden cultural and ethnic expressions. How does one go from respecting their well-being to influencing their behaviour for positive change?

This 1-day workshop will provide HR professionals with counselling related theories and skills to manage and overcome employees' emotional challenges by changing their behaviours, using proven strategies that have been well researched and documented in counselling psychology.

It is highly recommended for those who are new to managing employee grievances to attend another of our workshop "Counselling Skills for HR Professionals – Managing Employee Grievances" before attending this workshop as basic counselling techniques would not be covered in this workshop.

Learning Objectives

- Assessing the issues and challenges
- Identify own's style of providing help and applying it to develop influencing skills
- Apply the different types of influencing skills in counselling sessions
- Identify when to use certain influencing skills
- Assess and evaluate the progress and impact of the session

Course Outline

- Basic assessment of presenting issues
- Building on your natural style of helping
- Interpretation/reframing
- Logical consequences
- Self-disclosure
- Feedback
- Information/psychoeducation
- Directives
- Change of Impact Scale
- Live demonstration of some skills
- Practice sessions with immediate feedback

Methodology

Trainer-led facilitation, case practice in pairs, individual review and reflection

Who Should Attend

HR leaders or practitioners keen to use counselling approaches to support employees in times of change or to improve on relationship with fellow colleagues or managers with sustained change in behaviours.

Course Duration:

1 Day (7 hours)