

Course Title: Counselling Skills for HR Professionals – *Managing Employee Grievances*

In the modern work environment, employees at all levels at times find themselves needing someone to talk to regarding negative work experiences or grievances and often they turn to HR for assistance. It is therefore paramount for HR practitioners to know not just the “what”, in terms of the implications that current local legislation has on such incidents, but more importantly, on the “how”, which is the effective way to manage the emotions and sensitivities during the interaction with the affected employees.

In this 1-day workshop, the key focus is to provide HR practitioners with a structured and practical approach in engaging with employees with the most common grievances at the workplace using counselling techniques and micro-skills. This workshop also provides HR practitioners the foundation to move on to more advanced counselling skills which can be applied to influence behavioural change at a separate workshop offered in SHRI.

Learning Objectives

- Identify the common employee grievances at the workplace
- Understand the role and boundary of HR practitioners in providing counselling at the workplace
- Apply the use of a six-step counselling approach
- Practice the use of micro-skills in counselling techniques when carrying out the approach
- Identify one’s own strengths and weaknesses in a counselling conversation
- Understand the local legislation on common employee grievances at the workplace
- Understand the ethics in practicing counselling

Course Contents

- Common employee grievances at the workplace
- Role of HR practitioners as counsellors at the workplace, the do’s and don’ts
- How to assess if external counselling professional is needed
- A structured and easy to use practical counselling approach based on “Person Centred Therapy” in managing employee grievances
- Micro-skills demonstration and practice that can be used in the approach
- Communication styles profiling and the strengths and weaknesses of each profile in a counselling conversation

- The local legislation and common fair practices when handling employee grievances at the workplace
- Ethical considerations and guidelines for counsellors per defined by a professional counselling body and the implications to HR practitioners using counselling approach and techniques at the workplace.

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 grievances.

Course Duration:

1 Day (8 hours)