

## **Counselling Skills**

Skilled Counselling enables managers to more effectively assist employees to assume responsibility for their performance and productivity at work.

### **Objectives**

After successful completion of this course, participants will be able to:

- Understand the counselling process
- Listen and respond with empathy
- Implement a variety of counselling techniques

### **Benefits**

For the participant, increased understanding of themselves and others resulting in increased efficiency and reduced conflict.

For the organisation, improvement in productivity and enhanced performance monitoring process.