

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 participants, increased understanding of themselves and others resulting in increased efficiency and reduced conflict.

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

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