

Course Name: ***The Counselling Transformation in the Workplace***

Synopsis

The “Counselling Transformation in the Workplace” program - a dynamic and innovative initiative designed to empower individuals and organizations through the transformation power of counselling in the workplace. In today’s fast-paced and ever-evolving professional landscape, the importance of mental well-being and effective communication cannot be overstated. The Counselling Transformation in the Workplace program is tailored to address these needs, fostering a supportive and thriving work environment.

What You Will Learn

Benefit for both Employers/Employees

- Enhancing Communication Skills.
- Stress Management and Resilience Building.
- Ethical and Confidentiality Considerations.
- Building Emotional Intelligence.
- Improved Work-Life Balance and Leadership.
- Creating a Supportive Culture

Who Should Attend

- Any employers or employees who would like to improve the state of their mental well being.

Prerequisite

N/A

Course Methodology

- Physical and Group discussion activities
- Via Active Learning Face to Face and Practical of their work
- Interactive Gamification activities
- Experience sharing & Simulation Activity
- Conducting in both Language Bahasa Malaysia/ English

Course Duration

2 day(s) 9am - 5pm

Course Structure

Session 1 : *Understanding Counselling in Corporate Context*

- Introduction to Counseling: Definition and Scope.
- Importance of Counseling
- Overview of Counselling techniques and their relevance.

Session 2 : *Building Rapport and Trust*

- Importance of rapport and trust in counseling
- Techniques for building rapport with clients and working colleague
- Role-playing exercises to practice rapport-building skills.

Session 3 : *Active Listening Skills*

- Importance of active listening in counseling

- Developing active listening skills
- Practice exercises and feedback

Session 4 : Empathy and Understanding

- Definition and significance of empathy in counseling
- Techniques for demonstrating empathy
- Role-playing exercises to enhance empathy skills

Session 5: Questioning Techniques

- Different types of questioning techniques in counseling
- Application of open and closed questions in counseling scenarios
- Address positive to clarify the issue, explore options and develop strategies
- Role-playing exercises for practicing questioning techniques

Session 6 : Identifying Client Needs

- Techniques for identifying client needs and concerns
- Role of counseling in understanding client needs
- Case studies and group discussions

Session 7 : Handling Difficult Situations

- Recognizing and managing difficult situations in counseling
- Strategies for handling challenging clients
- Role-playing exercises to simulate challenging scenarios

Session 8 : Stress Management and Self-Care

- Understanding emotional stress changes and its significance in professional relationships
- Techniques for managing stress in the workplace
- Self-care strategies for counselors in high-stress environments

Session 9 : Conflict Resolution Skills

- Importance of conflict resolution
- Strategies for resolving conflicts between clients and within teams
- Role-playing exercises to practice conflict resolution skills

Session 10 : Goal Setting and Action Planning

- Setting SMART goals with clients
- Developing action plans to achieve client objectives
- Case studies and group activities on goal setting

Session 11 : Exercise Holistic Approach

- Integration of Mind and Body
- Promotion of Overall Wellness
- Stress Reduction and Mental Health Benefits

Session 12: Conclusion and Next Steps

- Recap of key learning from the two-day program
- Action planning for implementing counseling skills
- Feedback and evaluation from participants