

# Care Matters: Basic Counselling Skills

Maximum Participants: 16

Duration: One Day

Timings: 09:30 – 16:30



## Suitable for

---

All those who may be required to use counseling skills as part of their job role and supporting others as part of their work (whether this be clients or colleagues), including:

- Health and Social Care Professionals
- Mentors
- Team Leaders and Managers
- Volunteers

## Aim

---

To develop basic counselling skills and consider ethical issues when providing emotional support to others. You will practise basic communication and counselling skills for enhanced support to clients.

## Learning Outcomes

---

By the end of the course, you will be able to:

- Define counselling and the role of counsellor and the difference between 'counsellors' and 'supporters'
- List the advantages and disadvantages of using basic counselling skills
- Describe the counselling process from setting the scene for listening to concluding successfully
- Be aware of ethical and professional boundaries issues when using counselling skills
- Use counselling skills and techniques, including, active listening, questioning, reflecting, summarising and paraphrasing
- Use non-verbal skills in a supportive context

You will also leave the course with:

- A sense of achievement
- A toolkit of techniques and practical ideas for releasing your potential
- A Personal Action Plan to take your learning further

## Training Style

---

All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (\*email required)

## Other Courses to consider (Visit my website for details of these and other courses)

---

- ➔ Care Matters: Protecting Client Confidentiality and Professional Boundaries
- ➔ Interpersonal Communication Skills
- ➔ Loss and Bereavement (2 Days)
- ➔ Managing Change
- ➔ Mental Health Awareness
- ➔ Providing Telephone Support
- ➔ Supervision and Support

## Mike Phillips Training

Releasing potential through learning and development



*"I look forward to using the skills I've learnt with colleagues and service-users."*

*I've realise how these skills can be adapted for many different situations."*

### Course Participant

Wandsworth Carers Centre



### website

[www.mikephillipstraining.co.uk](http://www.mikephillipstraining.co.uk)

### email

[mike@mikephillipstraining.co.uk](mailto:mike@mikephillipstraining.co.uk)

### phone

07949 826881