



Course Outline

Basic Counselling Skills:

For Health and Social Care Professionals (2 Days)

Minimum and Maximum Learners: 6-12

Duration: Two Days

Timings: 10:00 – 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
- Team Leaders and Managers
- Volunteers
- Mentors

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 for 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
- ✓ **Identify and discuss** a range of psychology and theoretical models that may be useful when supporting others
- ✓ **Identify and respond** to a range of feelings/emotions

- ✔ **Describe** the counselling process from setting the scene for listening to concluding successfully
- ✔ **Explain** the ethical and professional boundaries issues when using counselling skills

- ✔ **Demonstrate** basic counselling skills and techniques, including creating trust and rapport, active listening, questioning, reflecting feelings/validation, summarising and paraphrasing
- ✔ **Use** non-verbal skills in a supportive context

Benefits of Attending

- ✔ Feel confident and ready to put your learning into practice.
- ✔ Take away a practical toolkit with proven techniques and ideas you can use straight away
- ✔ Create a Personal Action Plan to apply your learning in your workplace.

Training Style

This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (*email required)

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

- ➔ Co-Production: Principles, Practice and Impact
- ➔ Basic Counselling Skills: For Those Providing Peer Support to Others (2 Days)
- ➔ EDI: An Introduction to Equality, Diversity and Inclusion (Front-line Staff and Volunteers)
- ➔ Interpersonal Communication Skills
- ➔ Loss and Bereavement (2 Days)
- ➔ Mental Health Awareness
- ➔ Protecting Client Confidentiality and Professional Boundaries
- ➔ Providing Telephone Support

