



Course Outline

Basic Counselling Skills:

For Those Providing Peer Support to Others (2 Days)

Minimum and Maximum Learners: 06 - 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:

- Peer Support Workers and Volunteers
- Peer Mentors
- Experts by Experience
- Telephone Befrienders
- Volunteers

Aim

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

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.
- ✔ **Outline** 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)

- ➔ Dealing with Stress and Boosting Wellbeing
- ➔ Developing Resilience in an Ever-Changing World
- ➔ EDI: An Introduction to Equality, Diversity and Inclusion (Frontline Staff and Volunteers)
- ➔ Experts By Experience I: Getting Started
- ➔ Experts By Experience II: Getting Your Voice Heard to Influence Policymakers and Service Development (2 Days)
- ➔ Experts By Experience III: Magical Presentations - Sharing and Presenting Your Story (2 Days)
- ➔ Loss and Bereavement (2 Days)
- ➔ Mindfulness Matters: Finding Calm in a Busy World
- ➔ Peer Support Skills (2 Days)
- ➔ Protecting Client Confidentiality and Professional Boundaries
- ➔ Providing Telephone Support

