



Peter Christison & Associates Health Consultancy and Training

*Established since 1995
In Workplace Health & Mental Health*



Managing Challenging Behaviour (Or Applying Counselling Skills in the workplace)

Purpose of the course:

This one or two day course is suitable for all levels of staff working directly with challenging or distressed clients, or Managers working with difficult or distressed employees.

Many staff find themselves confronted with interpersonal challenges within the workplace as clients may suffer from: mental health problems; have abuse histories, behavioural problems and emotional difficulties.

Front line staff are often the people that these clients turn to and want to talk with about personal problems they are experiencing, yet many staff do not have the confidence or communication skills to respond effectively to the complexity of such communications.

Training on how to use basic counselling skills appropriately within the workplace can help staff manage their interactions with the people they work with and enhance their practice.

The course provides an overview of the necessary elements to use basic counselling skills safely within the workplace the learning will be reinforced by practical exercises and case studies or role-play.

Who is course suitable for?

- ✚ Workers in any organisations working with distressed or challenging clients
- ✚ HR staff working with all members of the workforce who are distressed or challenging in their behaviour
- ✚ Managers or Directors or business owners working with employees who are distressed or challenging in their behaviour

Group size: between 8 to 10 persons.

Fees: NO VAT

In house: 1 day £575.00 or **2 days** £1075.00

Open training: £85.00 per delegate (discount for 2 day courses) , including refreshments- London rate: £135.00 per day discount for 2 day courses).

Continued overleaf

Aims and Objectives

Aims

- ✚ To familiarise delegates with the main principals of effective communication and enhanced listening so that workplace counselling skills are appropriately utilised

Objectives

- ✚ Understand the difference between using counselling skills and counselling
- ✚ Learn active and reflective listening and responding skills
- ✚ Learn how to ask questions and challenge in a supportive manner
- ✚ Develop an empathic, non-judgemental and empowering approach
- ✚ Explore how to gain trust and build rapport in boundaried but genuine helping relationship
- ✚ Enhance interpersonal communication skills
- ✚ Promote self awareness and reflective skills
- ✚ Explore how to respond to potentially difficult situations

Biography

Niki is a trainer, tutor, clinical supervisor and a qualified counsellor and psychotherapist with 20 years experience working in a range of voluntary and statutory settings with a diverse range of clients.

We provide a full range of over 30 bespoke and off the shelf training or workshops, and 15 consultancy services in:

- ✚ Workplace health
- ✚ Mental health and behaviour
- ✚ Health and safety
- ✚ Management
- ✚ Psychological therapies

You can download our 'training and consultancy services' fact sheet from our website or it is available on request.

For further information contact Peter Christison in confidence

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32 Timberlands Storrington W. Sussex RH20 3NF.

www.healthymindsinyourworkplace.com

Tel: 01903 742434 or mobile 0778 78 66339

Peter Christison Roger Butterworth Keith Allen CMIOSH, FRSPH,

Cathy Robinson Bsc, Dip Nut Med Debby Klein

Norma Christison Msc Justine Vandeweg EFT and creative art therapist