

# Key Counselling Skills for Managers – Having Emotional Conversations



This program is aimed at Managers/Team Leaders and Supervisors. It is a Basic Counselling skills course that will enable you to deal with emotional situations, conversations and crisis with confidence, empathy and understanding.

As a Manager it is common to be faced with a variety of Challenges::

*“Sometimes half my day is dealing with staff in crisis”*

*“I would love to know how to deal with emotional issues raised in ways that don’t leave me feeling responsible for a staff members’ mental health”*

*“How much of this is my responsibility”*

This program aims to give you practice time to use and reflect on the skills you will learn.

## Learning Outcomes

At the end of this workshop you will:

- Know how to recognise a person in crisis
- Increase your awareness and skills in a range of techniques that can be utilised to respond to that person
- Have improved empathetic communication through the practical use of Basic Counselling skills
- Develop an awareness of assistance available to you for support and other referrals
- Increase knowledge and skills in self care and professional responses to the challenging interpersonal situations at work
- Gain an understanding of how to have a conversation with an employee regarding what may be an emotional or sensitive topic.

**Full Day Workshop**  
**\$255**

**8:30 am – 4:00pm**

### Refreshments

Morning and afternoon tea and lunch are provided for full day workshops.

### Location

Level 2 Highway Arcade, 47 Stuart Highway, Stuart Park

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All Public Workshops require a minimum of 6 participants in order to be confirmed.

CORP has a 72 hour cancellation policy. Please contact us as soon as possible if you are unable to attend a workshop you are enrolled in, or charges may apply.

