

COACHING & COUNSELLING SKILLS

(Non-Accredited)

Duration : Half Day

Delivery Method
Face-to-Face / Virtual / Blended



COACHING & COUNSELLING SKILLS

OVERVIEW

This practical workshop equips team leaders, supervisors, and employees with the basic skills needed to support, guide, and develop others in the workplace. Participants will learn the benefits of coaching and counselling, how to provide constructive feedback, how to evaluate coaching conversations, and when to escalate concerns appropriately.

1. UNDERSTANDING COACHING AND COUNSELLING IN THE WORKPLACE

- Defining coaching and counselling in a workplace context
- Understanding the benefits for employees, teams, and the business
- Recognising when coaching or counselling may be required

2. CHARACTERISTICS OF EFFECTIVE COACHING AND COUNSELLING

- Identifying the qualities of a good coach or counsellor
- Building trust, respect, and open communication
- Creating a supportive environment for growth and improvement

3. EVALUATING COACHING AND COUNSELLING SKILLS

- Understanding how to assess whether coaching or counselling is effective
- Measuring progress against agreed goals or behaviour changes
- Identifying areas where further support may be required

4. GIVING EFFECTIVE FEEDBACK

- Providing feedback that is clear, respectful, and constructive
- Balancing positive reinforcement with areas for improvement
- Encouraging accountability and continued development

5. PRACTICAL CASE STUDY APPLICATION

- Reviewing a basic workplace coaching and counselling scenario
- Discussing possible approaches and solutions
- Applying learned skills to a practical example

6. KNOWING WHEN TO ESCALATE

- Recognising when a counselling matter is beyond the supervisor's role
- Escalating serious or sensitive issues to the appropriate person or department
- Acting with honesty, professionalism, and care when support is needed

KEY OUTCOMES

Participants will gain a basic understanding of coaching and counselling in the workplace, identify effective support behaviours, provide constructive feedback, evaluate progress, apply learning through a case study, and recognise when a matter should be escalated appropriately.