

# ENHANCE HUMAN RESOURCE COUNSELLING SKILLS



## INTRODUCTION

In today's complex working world, HR professionals definitely need to be equipped with counselling skills other than just dealing with staff selection, appraisal, training etc. as they also have to handle employee's grievances, conflicts between employees and poor performance.

These counselling skills would help HR professionals to handle employee's grievances, conflicts or performance-related problems in ways that not only it rectifies the situation but also increase employee's productivity. HR professionals would also be able to handle disciplinary matters more competently.

## WHO SHOULD ATTEND?

This programme is a skills-based course designed for those who are performing HR function, or who have some experience, but no formal training, who would like to broaden their counselling knowledge and develop their counselling skills.

## OBJECTIVES

- To understand the importance of counselling in the workplace
- To ensure participants understand the role of counselling and responsibilities of HR professionals as counsellors, and the importance of each one
- To identify the skills involved in counselling employees, specifically in employees' grievances, inter-personal conflicts, family-related, attitude/behaviour, emotional/psychological and disciplinary matters
- To acquire the skills of counselling through role-play and practice
- To identify techniques of counselling in a workplace
- To identify key counselling strategies in work-related problems
- To identify employee strength or weakness and counsel accordingly

## COURSE OUTLINE

- Introduction to Counselling in the HR Setting
- Issues Relating to Core Conditions in Counselling
- Issues Relating to Counselling Skills for HR Professionals

- Issues Relating to Issues at the Workplace
- Issues Relating to Stress Management



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