



## TALKING LIFE SEMINARS

### **HARASSMENT COUNSELLING SKILLS**

#### **A 1-day or 2-day Onsite Workshop (Numbers by arrangement)**

People are both our most expensive overhead and our most valuable asset.

To retain the best people, we must work hard to create an open, encouraging and fair working environment – free from anything that causes an individual unnecessary and indeed unacceptable pain, embarrassment or discomfort.

There is in addition a need to operate within the law, pursuing best practice in all that we do.

The Workshop aims to increase our sensitivity to potential or festering problems and offers practical approaches to resolving anticipated or current Harassment issues.

Further Workshops are available for particular issues such as Age Discrimination, Sexual Orientation, Cultural Awareness and Religion, Inequality, Equality for Disabled People, Bullying and Promoting Diversity.

#### **WHO WILL BENEFIT?**

This Workshop is a key component in the skills toolbox for anyone who manages people.

The facilitator pursues a very practical approach to real issues and encourages a developmental participative style to explore familiar situations. Active skills are acknowledged and latent skills identified.

The fundamental principals are transferable when dealing with other unacceptable forms of behaviour encountered in the workplace.

#### **LEARNING OUTCOMES**

- To present a model for understanding counselling
- To identify the skills workshop members already have, to build on them and practice them
- To increase skills in observing behaviour
- To offer an opportunity to experience both counsellor and client roles
- To enable participants to give and receive feedback on their counselling skills
- To examine the relevance of counselling to participants own work situation

#### **BRIEFING**

**TALKING LIFE SEMINARS 36 Birkenhead Road, Hoylake, Wirral CH47 3BW**  
0151-632-0662 Fax 0151-632-1206 [wendy@talkinglife.co.uk](mailto:wendy@talkinglife.co.uk)  
[www.talkinglife.co.uk](http://www.talkinglife.co.uk)



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This workshop can be run as a 1-day event. However, many organisations find it helpful to involve the Facilitator and the Participants in a Half Day Briefing approximately one week prior to the Workshop and this option is available to organisations who want it.

The value of the Briefing is that it enables both parties to build relationships and to commence the process of Counselling in advance of the Workshop, so that when the One Day or Two Day Workshop starts the level of anxiety is low and the personal commitment is high.

This means that less time is spent on the actual Workshop “unfreezing delegates”, thus enabling us to progress much faster and allowing us to go deeper into areas which are significant and important to the membership.

The output and subsequent lasting commitment from a Two Day Workshop, preceded by a Half Day Briefing, is equivalent to that generated by a Three Day Workshop.

### PROGRAMME

9.30 – 10.40:

- Introductions, Outline of the Day, Development Contract
- What is Counselling
- How is it different from / the same as other helping strategies
- The Counsellors role in relation to Harassment

10.40 – 11.00 Coffee

11.00 – 12.30

- Definitions of Counselling & possible outcomes
- Building and maintaining the counselling relationship
- Skills Practice – Contracting

12.30 – 1.30 Lunch

1.30 – 3.00

- Harassment Counselling Skills Framework – input and skills practice
- Video Case Studies – Harassment

3.00 – 3.15 Tea

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3.15 – 4.30

- Giving and receiving constructive feedback – input and skills practice
- Full Team Harassment Counselling Skills Practice
- What happens next? Returning to the Workplace
- Review Personal Development Contract
- Confirm Personal Action Plan
- Agree Post Workshop Review Process

### Optional Second Day:

- Confirm Personal Skills Goals
- Skills Practice sessions in sub groups using real issues (cctv available)
- Establishing guidelines for use within the team
- What happens next?
- Full Team Harassment Counselling Skills Practice
- Review progress on Personal Skills Goals
- Confirm Personal (and Team) Action Plan
- Agree Post Workshop Review Process

### WHAT OTHERS SAID ABOUT THIS WORKSHOP

“After the Briefing – couldn’t wait to get started”

“I can’t believe how much I got from the Workshop – thank you”

“Really didn’t want to come but I’m so pleased I did. The best course ever.”

“I feel confident that I can now eliminate some of my nightmares”

#### THE TRAINER

“John has the ability to make complicated things interesting, memorable and simple” (Team Leader, Milton Keynes)

**John Dodds CInstSMM, FCIPD** is a highly experienced Trainer/Developer/Facilitator

Who has worked extensively throughout the UK and Western Europe with a diverse mix of Clients from a multitude of sectors. He is a seasoned professional and many of his projects have been developed from firsthand experience.

He engenders an enthusiastic and energetic approach to all aspects of personal development and skills enhancement, convinced that workshops should be enjoyed rather than endured! His very direct approach, blending inputs with skills practice, raises self confidence ensuring that the ideas absorbed are applied and will have a positive and lasting impact for the participants.

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