

Incidental Counsellor



How confident do your managers feel about having confronting conversations with staff?

Managers are required to have difficult conversations with employees on a regular basis. These can be uncomfortable and require a delicate touch, particularly when staff are distressed or disclosing sensitive information about their health and personal lives.

Not all managers feel comfortable in the soft skills required to navigate these tough conversations. Mindset Psychology has developed a corporate training program to assist managers to develop the interpersonal skills necessary for when a manager becomes an incidental counsellor.

Mindset Psychology's **Incidental Counsellor** workshop is a 4 hour interactive workshop which teaches practical communication skills. These include:

- + Skills on containing the conversation and employee distress
- + Skills on facilitating employee problem solving and action
- + Understanding and connecting employees with

available resources

- + Maintaining boundaries and self care

This workshop is delivered by psychologists and mental health professionals who are experienced in treating employee mental illnesses through providing **Employee Assistance Program (EAP)** counselling.

This workshop is best combined with Mindset Psychology's **Mental Health for Managers** workshop which provides a comprehensive overview of mental health concerns and how to manage them in the workplace.

Not all managers have the interpersonal skills to effectively navigate confronting conversations. This is a skill which can be developed through effective training and make the difference between an employee proactively seeking help and resolving problems before they become emergencies, or an employee not engaging in treatment at all.

Talk to **Mindset Psychology** today about how we can help your managers, team leaders and supervisors to manage mental health in the workplace.

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