Substance Institute



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Module 12 -

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What Is Workplace Counseling?

- Workplace counseling is therapy offered to employees of a company, often through an employee assistance program, that provides employees with a safe place to discuss any issues that they're struggling with.
- Workplace counseling can be called as a health care program for the human brain.
- 3. Thus, engaging each and every employee of the company into a **free of cost counseling program** is the duty of a true employer.

Responsibilities and skills

- Workplace counsellors have a specialist viewpoint and skillset, as they essentially have two clients – the employee in front of them and the organization.
- 2. Workplace counsellors are mindful of the context in which the employees work and have a crucial understanding of the environment to which the employees will be returning.
- 3. As workplace counselling is short term (up to eight one-hour sessions),

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practitioners are commonly
"integrative", meaning they have
trained in a core therapeutic approach
and built other disciplines into this.

Employers and Clients

- Workplace counsellors offer support to people in organizations across all sectors, locations, and sizes.
- Some organizations pay for counselling by recruiting a workplace counsellor either full time or part time, depending on the size of the workforce.
- Other companies choose to invest in an employee assistance programme (EAP). EAPs are standalone packages that include counselling support provision, often from a nationwide pool of vetted affiliate counsellors.

Counsellors are in alliance with

Workplace counsellors now enjoy a long-established relationship with allied professionals, often working closely with

- 1. HR Representatives
- 2. Trade Unions

Health 4. Safety Practitioners 5. People Management 6. People Development Skills training Increasingly, many HR practitioners, employees are choosing to learn counselling skills. Why, because this can help them better engage with employees with problems, develop skills in empathy, demonstrate a more open and transparent manner, and build a closer trusting relationship with the staff member. Success rate of Counseling at Work 1. There is a growing evidence base for the efficacy of counselling generally, and, within the profession, workplace counselling has been particularly well researched. 2. A 2010 systematic study by McLeod of the research evidence, showed that workplace counselling interventions have been found to reduce sickness absence rates in

	organizations by as much as 50%.	
	This fact alone demonstrates the cost-	
	effective nature of counselling, and	
	the positive impact it can have on an	
	organization's productivity.	
3.	A 2012 Cambridge University study	
	showed clearly that the effect of time-	 :
	limited counselling (an average of	
	seven sessions) on distressed clients is	
	positive. Evidence drawn from a	
	sizeable treatment group suggested	
	that such counselling leads to an	
	increased sense of wellbeing.	
A	nother study found that workplace	
CC	ounselling contributed to "significant	
in	nprovements on most attitude-to-work	
fa	ctors:	
1.	Opportunity for control	
2.	Skill use	
3.	Job demand	
4.	Clarity	
5.	Feeling valued	
6.	Interpersonal contact	
7.	Competence	
8.	Work spill-over	
9.	Adequacy of pay	
10.	Job satisfaction	
11.	Counselling leads to happier	
12.	More positive	

13. Secure employees	
Political and Regulatory Factors	
The Government has conducted several consultations on the issue of absence and made clear recommendations for counselling to be offered by organizations for their employees, although this has yet to be made a legal requirement.	
However, employment legislation requires organizations to provide a safe working environment and exhibit a duty of care, so it makes financial and common sense to provide access to a counselling service.	
Future Developments	
Workplace counselling will always remain an important resource for organizations. It offers employees a safe, confidential place to talk about anything that may be confusing, painful, or uncomfortable, and allows them to talk with someone who is trained to listen attentively and to help them improve	
the situation.	 _

It is an invaluable resource for managers, who can refer employees to counselling when they feel unable to help with a more complex or personal problem that an employee is facing.

The future of counselling provision will be influenced by the tax incentives offered by the Government to enable organizations to fully embrace and utilize a service that can help rehabilitate their employees.

The Benefits of Workplace counseling for employees include:

- 1. Easy access to trained counselors
- 2. A safe space to talk about their problems
- 3. Helping employees to better understand themselves
- Establishing or improving coping skills
- 5. Developing effective solutions to problems
- 6. Learning to look at issues with a more positive outlook and different perspective

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W	hile Workplace Counseling can be	
he	elpful to employees, there are also	
m	any benefits for employers:	-
1.	Improved employee performance,	
2.	Leading to productivity gains	
3.	Decreased employee absenteeism	
4.	Lower turnover rates among	
	employees	
5.	Productive way to handle sensitive	
	situations or staff members with	
	problematic behaviors	
6.	Establish a reputation as an employer	
	that cares about staff	
K	eys to Success	
1.	Certain factors can impact the success	-
	of a workplace counseling program.	
2.	Confidentiality is essential employees	
	who participate in workplace	
	counseling need to know that	
	all communication with a counselor	
	will be privileged.	
3.	The qualifications of the counselors	
	available through the program is	
	another factor that contributes to the	
	success of a program.	
4.	Counselors should be licensed	
	psychologists or social workers with a	·

good understanding of the	
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employees' work environment.	
Easy access is another key to success	
Lusy access is unother key to success	
Employees should be able to get an	
appointment in a relatively short	
amount of time.	
Benefits of Workplace	
Every year there is a massive change in	
our economy and a continuous up and	
down of the market keeps each and	
every one worried. In this stress filled	
life, there is relatively more chances of	
facing stress related illness.	
racing stress related infless.	
What Does it Offer?	
The race against deadline , huge targets ,	·
higher goals, achieving	
accomplishments, and plus the	
personal dramas have totally left the	
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foundations weak.	·
1. The offer to the employee:	
1. A workplace counseling program	
offers a very secretive and	
confidential facility.	
commutatinal facility.	

2.	The promises a quality work by alleviating the root cause of distress within a reasonable amount of time in an effective manner.	
2.	The offer to the employers:	
	Workplace counseling program is greatly valued by employees and thus it provides just the service an employer looks for.	
2.	The program has the ability to increase the possibility of saving by efficiently decreasing the number of absentees that were a result of high stress.	
3.	Plus, it lessens the work of the managing faculty in dealing with the difficult staff.	
Si	gns that an Employer Should Look	
U	pon:	
1.	Sudden change of behavior:	
	Employees facing genuine difficulties and problems at home show a sudden change in their behavior.	
	They can be simply explained as highly explosive people.	
3.	They lose their temper regardless of	

their ability of controlling their anger.

2. Constant irritability at work:

- 1. This is another set of determining element that plainly signifies the relevance of workplace counseling program.
- 2. Constant irritability is another factor that will definitely indicate a stress related problem lurking behind.

3. Increased occurrences of accidents:

- 1. At times due to stress or personal problems at home people may feel extreme distress.
- 2. Depression and sadness are one of the outcomes of such.
- 3. When an employer hears too much of "Oops, sorry", then it can be said as a ringing bell for the employer to offer a counseling session to the colleague.
- 4. It is increasing mistakes can also affect in the productivity at work, as well as hampers the career.

4. Increased level of fatigue:

- 1. Fatigue is another element of a stress filled life.
- 2. It is not just personal problems but also the work-related problems that

- can be a great invitation for workplace counseling program.
- 3. Fatigue is usually felt when a great amount of exhaustion is experienced.
- 4. This exhaustion may be a result of work-related anxiety or problems at personal level.

5. Addiction of bad habits:

- Addiction of alcohol, cigarette, drugs, etc., is one of the most popular methods chosen by almost all of the adult and youngster of this generation.
- 2. Consuming these elements help people to escape from the reality of the situation and thus, more people switch on to these substances for releasing their stress.
- 3. Thus, when employees show the sign of addiction, it is a high time warning for the employer to implement the workplace counseling.

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Disappointment on the Way:	
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1. The Confidentiality Issue:	
1. Not everyone looks at the program	
with an equal perception.	
2. The major bumper in the way	
towards a successful counseling	
journey is the trust issue.	
3. Many employees have this	
misunderstanding, as an individual,	
that nobody can understand the	
situation he is facing.	
4. Further the confidentiality of the	
situation is also an obstacle in	
trusting the counselor.	
5. The fear of disclosing personal	
information to any other person is	
also not negligible.	
also not negligible.	
2. Perception of Counseling in several	
minds:	
1. Counseling is a part of psychology,	
and the word psychology itself	
connects people to the perception that	
consulting a psychiatrist,	
psychologist and counselor will	
definitely hamper their social status.	
2. The change in era has certainly not	
changed the perception of the	
people much.	

3. Time and resources: 1. Time has always pro

1. Time has always proved to be **faster than the Olympic racer**. Time and resource both share an important role in all kinds of jobs.

Benefits of the Workplace Counseling Programs:

1. Declining absentees:

- 1. Absentees have two definite reasons.
- 2. They are 'the need for a holiday' and 'sicknesses.
- 3. Both the factors are indirectly related to the word 'stress'.
- 4. Distress is a result of anxiety that may give birth to many diseases.
- 5. Further work will become fun for them.

2. Potential analyzing:

- Counseling provides an opportunity for gaining a positive outlook in all aspects.
- 2. It makes the employees realize their true potential.

3. Coping with all potential threat:

1. Stress is inevitable.

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2.	Even after counseling sessions stress cannot be totally eliminated from our lives.	
3.	The positive perception as well as attitude develops in the employees.	
4.	Coping with criticism:	
1.	Coping with negative feedbacks on the hard work seems very offensive to some people and they work in a negative manner de-motivating the employee to work anymore.	
2.	Thus, counseling works on improving the ability of the employees to cope with the negative feedback and learn from the mistakes.	
5.	Increasing confidence and morale:	
1.	Confidence is the soul of the personality.	
2.	That is where counseling works out.	
3.	It increases the confidence and builds the morale of the person.	
4.	Counseling is a very beneficial program that works for the benefit of the organization.	
5.	It works perfectly well for the employers as well as employees and is one of the necessities of today's	

time.

Perfect Workplace Counseling
Program Insights:

1. Counseling is a sensitive topic:

- 1. Even now, in the modern era, people take counseling or psychiatric help as a result of mental illness.
- 2. They simply tag the people as 'stupid' or 'dumb'.
- 3. Thus, the topic of counseling is very sensitive, and it should be considered carefully.
- 4. The counselor should be experienced and mature enough to handle and understand the employee behavior well.

2. Flexible and a listener:

- 1. Counselors are a set of people who are meant to listen, understand, and help the patient they attend.
- 2. Flexibility is expected out of them.
- 3. They should be able to connect with the employees emotionally with a frank and friendly attitude.
- 4. Further they should be capable of gaining the trust of the employee which will help them to counsel better and tackle the problem from the root.

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- 5. Secondly, it is expected of the counselor to be a good and patient listener.
- 6. After all listening is counted as a key factor in any type of counseling.

3. Schedule Target and Goal:

- 1. Employers, who hire or involve a counseling session do not opt for a long-term counseling of each and every person.
- 2. Usually, a counseling session is of one hour and can exceed to an eight-time session.
- 3. Thus, time should not prove to be a restriction in the process of counseling.
- 4. A counselor is expected to make a schedule and target each and every problem within the same given time.

4. Goal Accomplishment:

- 1. The main motive of an employee counselling at workplace is to provide a solution to the stress that is a result of day-to-day life struggle.
- 2. Employees are facing great amount of fatigue, exhaustion, stress, etc., due to a lot of reasons and it ends up

		
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- affecting the work performance of them.
- 3. Workplace counseling is a platform where the employees get an opportunity to share their problems freely.
- 4. This is way of enhancing their ability to cope with stress and work better.

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Video:

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