

# Substance Institute



presents

Module 12 -

**Understanding Workplace  
Counseling (Counseling at  
Work)**

# Understanding Workplace Counseling (Counseling at Work)

## Table of Contents

What Is Workplace Counseling?.....	3
<i>Responsibilities and skills</i> .....	3
Employers and Clients.....	4
Counsellors are in alliance with .....	4
Skills training.....	5
Success rate of Counseling at Work .....	5
Political and Regulatory Factors .....	7
Future Developments .....	7
Keys to Success.....	9
<i>Benefits of Workplace</i> .....	10
<i>What Does it Offer?</i> .....	10
1. The offer to the employee:.....	10
2. The offer to the employers:.....	11
<i>Signs that an Employer Should Look Upon:</i> .....	11
1. Sudden change of behavior: .....	11
2. Constant irritability at work:.....	12
3. Increased occurrences of accidents: .....	12
4. Increased level of fatigue:.....	12
5. Addiction of bad habits: .....	13
<i>Disappointment on the Way:</i> .....	14
1. The Confidentiality Issue:.....	14
2. Perception of Counseling in several minds: .....	14
.....	15
3. Time and resources:.....	15
<i>Benefits of the Workplace Counseling Programs:</i> .....	15
1. Declining absentees: .....	15
2. Potential analyzing:.....	15
3. Coping with all potential threat:.....	15
4. Coping with criticism:.....	16
5. Increasing confidence and morale: .....	16
.....	17
<i>Perfect Workplace Counseling Program Insights:</i> .....	17
1. Counseling is a sensitive topic:.....	17
2. Flexible and a listener: .....	17
3. Schedule Target and Goal:.....	18
4. Goal Accomplishment:.....	18
<i>Video:</i> .....	20
<i>References:</i> .....	20















## Understanding Workplace Counseling (Counseling at Work)

**While Workplace Counseling can be helpful to employees, there are also many 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

### **Keys 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


## Understanding Workplace Counseling (Counseling at Work)

good understanding of the employees' work environment.

### Easy access is another 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.

### What Does it Offer?

The race against **deadline, huge targets, higher goals, achieving accomplishments**, and plus the personal dramas have totally left the foundations weak.

#### 1. The offer to the employee:

1. A workplace counseling program offers a very secretive and confidential facility.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## Understanding Workplace Counseling (Counseling at Work)

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:**

1. 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.

### **Signs that an Employer Should Look Upon:**

#### **1. Sudden change of behavior:**

1. Employees facing genuine difficulties and problems at home show a sudden change in their behavior.
2. They can be simply explained as highly explosive people.
3. They lose their temper regardless of their ability of controlling their anger.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---





## Understanding Workplace Counseling (Counseling at Work)

### Disappointment on the Way:

#### 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.

#### 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.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## Understanding Workplace Counseling (Counseling at Work)

### 3. Time and resources:

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:

1. 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.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

## Understanding Workplace Counseling (Counseling at Work)

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.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---









## Understanding Workplace Counseling (Counseling at Work)

### Video:

1. <https://study.com/academy/lesson/coaching-vs-counseling-in-the-workplace.html>

### References:

1. <http://bjp.rcpsych.org/content/182/2/103>
2. <http://www.personneltoday.com/hr/workplace-counseling-helps-employees-employers/>
3. [http://www.rand.org/content/dam/rand/pubs/research\\_reports/RR1000/RR1084/RAND\\_RR1084.pdf](http://www.rand.org/content/dam/rand/pubs/research_reports/RR1000/RR1084/RAND_RR1084.pdf)
4. <https://www.mseap.com/benefits-workplace-counseling/#:~:text=Workplace%20counseling%20is%20therapy%20offered,that%20they're%20struggling%20with.>
5. <https://content.wisestep.com/workplace-counseling/#:~:text=Workplace%20counseling%20can%20be%20called%20as%20a%20health,day%20to%20day%20psychologic al%20issues%20that%20everyone%20faces.>
6. <https://study.com/academy/lesson/coaching-vs-counseling-in-the-workplace.html>
7. [Coaching vs. Counseling in the Workplace](https://study.com/academy/lesson/coaching-vs-counseling-in-the-workplace.html)