

## AIM

To support staff returning to work after dealing with difficult personal circumstances or ill health

## DURATION

Half Day Course (3 hours)

## LEARNING OUTCOMES

By the end of this course, you will:

- Know what counselling is
- Be aware of types of counselling
- Understand the grieving process
- Be able to suggest ways to help staff express their feelings
- Know ways to cope with stress
- Be able to promote mindfulness
- Understand the effects of stress on staff and others
- Use a range of good people management skills
- Know how to support staff in returning to work
- Be aware of barriers to communication and how to overcome them
- Know how to use good questioning techniques
- Understand the importance of sustaining supportive behaviour
- Know the roles and responsibilities of managers and staff
- Know when to refer to other agencies

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## LESSONS AND TOPICS

### Counselling

- Competence
- What is Counselling?
- Types of Counselling

### Bereavement

- The Grieving Process
- Coping with Loss
- Expressing Feelings
- Moving Forward
- Birthdays and Anniversaries

### Stress

- Coping with Stress
- Mindfulness
- Stress and the Effects on Others

### Supporting Staff

- Before Returning to Work
- Back to Work Meeting
- Staff Anxiety
- Supporting Staff
- Reasonable Adjustments
- Sustaining Supportive Behaviour

### People Management Skills

- Barriers to Communication
- Active Listening
- Questioning
- Reflection
- Sensitivity and Empathy
- Context
- Self-Disclosure

### Case Studies

- Discussions
- Case Studies / Role Plays

### Roles And Responsibilities

- Roles and Responsibilities of a Carer
- Roles And Responsibilities of a Manager
- Referring to Other Agencies
- Signposts to Useful Organisations