



ACADEMIC AND EMPLOYABILITY SKILLS (BMSW4001_LON) TASK 1

UNDERSTANDING WORKPLACE COUNSELLING

WHAT IS WORKPLACE COUNSELLING?

- It provides a safe space for employees to voice concerns or talk about issues that could be holding them back.
- It helps to foster a culture of learning and co-operation—knowing that issues can at least be discussed, if not solved, lets people try things together.
- Employee performance improves when problems are easier to work out.
- Absenteeism, employee turnover and general atmosphere are improved—especially when problematic behaviour can be addressed sensitively.



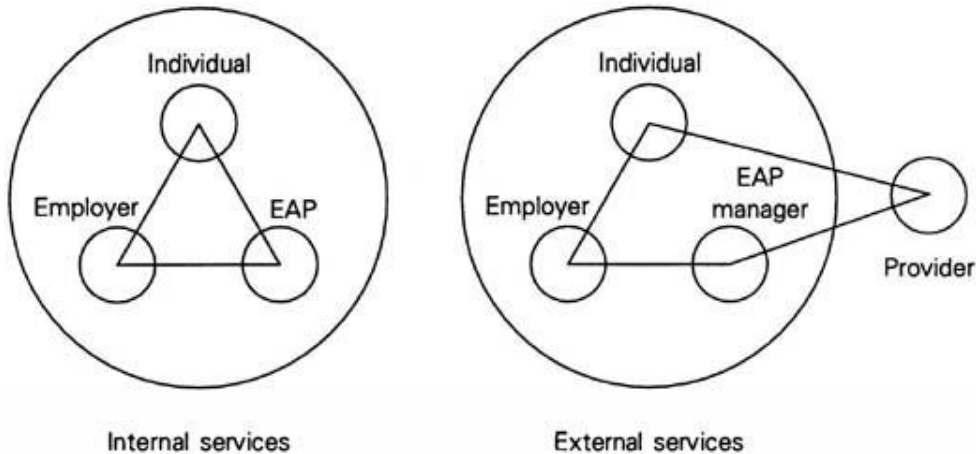
METHODS OF EMPLOYEE COUNSELLING



INTERNAL AND EXTERNAL COUNSELLING PROVISION

The first phase of employee support for alcohol problems has ended with the introduction of employee assistance programmes (EAPs) which moved beyond dealing solely with alcohol issues.

A new service to help people with alcohol and drug problems. The service is aimed at providing support, legal and financial help, stress management, telephone counselling and face-to-face counselling.



TRADITIONAL AND CONTEMPORARY EAPS

<i>Traditional programmes</i>	<i>Contemporary programmes</i>
Emphasis on alcoholism as the basis of the problem	Broad-brush approach: any issue appropriate for service
Emphasis on supervisory referrals	Combination of supervisory referral, self-referral, and referral by others
Problems identified at late stage in development	Services offered at earlier stage in problem development
Services offered by medical or alcoholism specialists	Services offered by generalist counsellors with expertise in chemical dependency and other areas
Focus on troubled employees with job performance problems	Focus both on employees with work problems and on employees/family members with no performance problems
Confidentiality for referred employees	Confidentiality for referred employees; anonymity for self-referred employees or family members

IMPACT OF WORKPLACE COUNSELLING ON EMPLOYEES



In conclusion, despite various perspectives and methods to workplace counselling, it remains a valuable tool for dealing with stress and emotional issues in the workplace. Employees will feel relieved after discussing their concerns with a counsellor, who will assist them in gaining a better understanding of their situation. They will discover that the problem is easier to solve if they have a better grasp of it.

REFERENCES

- [Michael C, \(1996\).](#) Workplace Counselling: A Systematic Approach to Employee Care. Page (6,7) [Full text.](#)
- [Health Assured, \(2019\).](#) *Counselling Procedures in the Workplace.* [Full article.](#)