

“Successful Counseling” Training program (English Material)

Course length: 10 Hours @ 2 days

Objectives

Successful counseling is a form of 2 ways communications to help the employee to developing a plan of action to improve work performance and some times to prepare some one for the next step promotion, also successful counseling used to retain good caliber of employees and get their commitment to the organization.

Course Outline:

- What is counseling
- Explain how/why counseling is used
- Why counseling is valuable
- Identify training needs vs. performance discrepancy
- Four reasons why employees don't perform well
- Preparing for counseling session
- List the 6 steps of the counselling process
- Demonstrate the ability to conduct a counselling session
- Find the real cause of the problem
- Find a mutually acceptable solution
- Gain commitment
- Retain the employee
- Document a counseling by completing an Employee Counseling Form
- Termination