

West Wales Counselling & Psychology Services

SUMMARY OF TRAINING WORKSHOPS

Most workshops assume a maximum of twenty participants.

1. STRESS AWARENESS Half day

TARGET GROUP Management (all levels)

AIMS

- To enable managers better to recognise symptoms of stress in their staff and in themselves
- To heighten managers' awareness of factors likely to produce stress
- To consider the phenomenon of the stressed organisation and the factors involved in its creation/maintenance

2. MANAGING STRESS IN ORGANISATIONS One or two full days

TARGET GROUP Senior and middle management (preferably who have attended the Stress Awareness course previously)

AIMS

- To develop participants' competence in managing stress, at individual and organisational levels.
- To extend their understanding of stress and its symptoms.
- To explore ways of coping with stress in themselves and others.
- To examine the relationship between stress and management style.
- To begin to develop a strategy for managing individual and organisational stress.

3. MANAGING STRESS

Full day

TARGET GROUP

Any

AIMS

- To arrive at a definition of the term *stress*, with special reference to stress in the workplace.
- To examine situational factors likely to produce stress in the individual.
- To enable the individual to begin to assess his/her own levels of stress and to determine its main causes.
- To acquaint participants with the main effects of stress.
- To explore individual ways of coping with stress.
- To introduce participants to various methods for the alleviation of stress.

4. RELAXATION & INTRODUCTION TO MEDITATION

Half day

TARGET GROUP

Any

AIMS

- To explore the meaning of relaxation
- To look at methods and techniques of relaxation, including progressive relaxation, meditation, etc
- To begin to tackle negative mindsets which get in the way of relaxation

5. INTRODUCTION TO COMPLEMENTARY THERAPIES

Full day

TARGET GROUP

Any

AIMS

- To explore the place of complementary therapies in the maintenance of good health
- To introduce participants to a range of complementary therapies
- To give an active demonstration of one or more bodywork therapies.

6. COMMUNICATION SKILLS

One full day or several half days

TARGET GROUP

Management (all levels)

AIMS

- To look at the meaning of communication in an organisational context
- To identify deficiencies in communication in participants' own operational setting
- To identify ways of facilitating communication
- To learn and practise specific communication skills relevant to participants' work

7. LEADERSHIP SKILLS AND TEAM-BUILDING

Full day

TARGET GROUP

Management (all levels)

AIMS

- To define the meaning of *leadership* and *team* in an organisational context
- To identify particular people skills involved
- To practise those skills in exercises (in the classroom and/or outside)
- To enable participants to analyse their own working situation and begin to identify ways in which these skills of leadership and team-building need to be further developed.

8. CONFLICT MANAGEMENT

Half day

TARGET GROUP

Senior and middle management

AIMS

- To explore the nature and effects of conflict in a work setting
- To identify ways of managing conflict creatively
- To learn and practise approaches and techniques for the management of conflict

9. BULLYING & HARASSMENT AT WORK

Half day

TARGET GROUP

Senior & middle management

AIMS

- To define the meaning of bullying and harassment in a work context and examine its effects
- To identify actual or potential bullying situations in participants' own organisation
- To examine own management behaviour
- To discuss ways of changing bullying behaviour

10. THE MANAGEMENT OF TRAUMA

Full day

TARGET GROUP

Management (all levels)

AIMS

- To define trauma, particularly in the context of the working situation of the organisation's employees
- To look at common post-trauma reactions
- To examine ways of minimising the effects of trauma.

11. MANAGING CHANGE

Full day

TARGET GROUP

Management, especially senior management

AIMS

- To consider change in an organisational context
- To look at recent, current or imminent changes in own organisation
- To examine the psychological effects of change

- Change as challenge: effects of not changing
- To examine the essentials of managing change creatively
- To enable participants to look at how these might be applied to their current working situation

12. TIME AND TASK MANAGEMENT Full day

TARGET GROUP Any (but especially management)

AIMS

- To enable participants to assess their own working practices and habits
- To look at the management of specific tasks (meetings, paperwork, etc)
- To consider the operation of planning, goal-setting and prioritising in the participants' own working lives.
- To examine the role of delegation
- To consider the scope of monitoring and evaluation

13. ASSERTIVENESS TRAINING Full day

TARGET GROUP Any (but more especially non-management personnel)

AIMS

- To define assertiveness, in a personal and work context
- To consider the psychology of aggression, assertiveness and non-assertiveness
- To identify situations in participants' own life, including working life, where more assertive behaviour is needed
- To identify and practise the techniques and skills of assertiveness
- To devise a personal plan for developing one's own assertiveness skills.

14. WORK/LIFE BALANCE

Full day

TARGET GROUP Any

AIMS

- To enable participants to look at their own lives and assess the degree to which they are able to balance work with non-work activities
- To identify stresses arising from the work/life interface
- To look at ways in which these stresses might be better dealt with
- To start to consider the question of personal fulfilment in working and out-of-work life

SPECIALISED TRAINING WORKSHOPS

The workshop topics listed below are examples of psychologically orientated training which we can offer. They are likely to be of particular interest to those working with vulnerable groups, for example Mental Health workers, Social Services personnel or voluntary workers in particular settings. Workshops may be of one or two days, or several half days, depending on the time available.

- Working with clients sexually abused as children.
- Eating disorders.
- Substance abuse.
- Self-harming behaviour.
- Anger management.
- The management of depression.
- Bereavement and loss.
- Post-trauma stress.
- Basic counselling skills.
- Working with couples.
- Worker self-care.

ONE-TO-ONE CONSULTANCY

1. MANAGEMENT AUDIT

This is a form of process consultancy in which the training consultant supports the manager and his/her team through an agreed phase of normal work activity, with the aim of identifying areas for improvement, designing a strategy for greater effectiveness and developing commitment to its implementation. The process of management audit enables the manager to explore individual management style and organisational culture, while remaining closely focussed on the work at hand.

2. MANAGEMENT COACHING

The individual manager uses sessions with the consultant to explore particular aspects of his work which are causing him concern or which he feels could be improved upon.

3. CAREER PLANNING

Sessions with a consultant aimed at enabling the individual to clarify his career/life aims and to develop a strategy to achieve these.

4. PRE-RETIREMENT COUNSELLING

Facilitating the transition from working life to retirement. May be conducted in groups.

5. PERSONAL/CLINICAL SUPERVISION

Workers in therapeutic interface with clients (e.g. social workers, mental health workers) have regular sessions with a counsellor to debrief on the emotional aspects of their work and reflect on their interactions with their clients. This supervision may also take place in small groups of workers.