

Course Summary

Unit 1: The Basics of Counselling

- What is counselling
- Who is a Counsellor
- When is a Counsellor not ready to Counsel
- Who needs counselling
- Ten Steps to Counselling

Unit 2: Types of Counselling

- When a Counsellor is needed
- Types of counselling offered
 - Addiction
 - Anxiety
 - Depression
 - Divorce
 - Eating Disorders
 - PMS
 - Sexual health
 - Stress

Unit 3: New Wave Counselling

- On-line Counselling
- Telephone Counselling
- Telephone / Internet counselling
- SMS text counselling
- Video counselling
- The Future

Unit 4: Traditional Counselling Styles

- What are the different Types of Traditional Counselling
- What Counselling
- Individual Therapy
- Couples Therapy
- Family therapy
- Group Therapy
- Who goes to Counselling

Unit 5: Listening Skills

- Listening
- Stages of listening
- Obstacles to Listening
- Emphatic Listening
- Listeners in Control
- Traps for Listeners

Unit 6: Negotiation

- Negotiation
- The Establishment Group
- The Community group
- Negotiation in General
- The Joint Problem-Solving Approach
- Definition of the Problem
- Guidelines
- Insist on Using Objective Criteria
- Invent Options for Mutual Gain
- Separate the People from the Problem
- Suggestions
- Breaking the Rules
- Alternatives
- Best Alternative to Negotiated Agreement

Unit 7: Mediation

- What is Mediation
- When is Mediation called for
- Responsibilities
- Preliminaries
- The Introductory Phase
- Problem Definitions
- Respect the Parties' Ability to reach a settlement
- Caucus Meetings
- The Second session
- Teamwork
- The Agreement
- Attributes of a Good Mediator

Unit 8: Crisis Mediation

- Other Considerations
- Power imbalance
- The Power of skill and Knowledge
- A Summary of Factors Influencing the Balance of Power
- Analysis and Responses

General Counselling Client Information Form

Resource Information

- Publications
- Addresses

Useful Contacts

Glossary of Health Terms