

Supporting Individuals

Course length: 3 hours*

Course Code: 100594BT037

This course will help you to better support your team by improving your counselling, advising and mentoring skills.

Benefits for the Learner

Your team will look to you as their manager for support, advice and guidance – are you confident you have the skills to deliver?

If not, this course will show you new techniques to build supportive and trusting relationships with those who work for you. By improving your understanding of counselling, advising and mentoring – and knowing when to use each approach in the workplace – you'll be better equipped to create a positive, supportive working environment for you and your team.

Benefits for the Business

If your managers are unable to provide practical and emotional support to those who work for them, your business could pay the price. From falling productivity and increased customer complaints to spiralling sickness absence and higher staff turnover, if one team member is suffering, your business can, too.

This course gives your managers a new insight into providing proactive and sympathetic support to their team. They'll learn when and how to intervene when the going gets tough for any team member – and when to recognize their own limitations and call in the professionals.

What You Get From This Course

Having completed this course, you will be able to:

- Build supportive relationships and establish trust
- Provide effective advice
- Provide mentoring support
- Provide sympathetic counselling

What Does the Course Cover?

- Building supportive relationships
- Providing support

How Long Does the Course Take?

You can work through this course at your own pace. It should take you around 3 hours to complete.

*Courses are accessible for six months from the date of purchase.