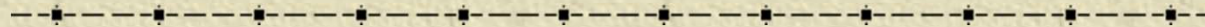
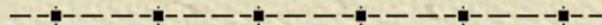


# COUNSELLING !

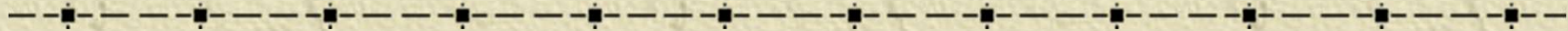


**By**  
**Deepak Bharara**





**WHEN YOU ARE FEELING DOWN,**



**DON'T STAY THERE.**

**DO SOMETHING**

**GO FOR COUNSELLING !**



# **WHAT IS COUNSELLING ?**

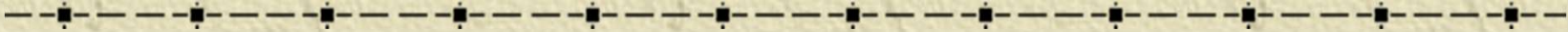


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**PROCESS OF ADVISING AN INDIVIDUAL OR LISTENING TO THE STATEMENT OF HIS PROBLEM AND ENABLING HIM TO FIND FROM HIS OWN THINKING AND TALKING A SOLUTION FOR IT WHICH IS SATISFACTORY TO HIMSELF**

**IT IS A DISCUSSION OF AN EMOTIONAL PROBLEM WITH THE EMPLOYEE WITH GENERAL OBJECTIVE OF MINIMISING IT**


# WHAT IS COUNSELLING ?



An intentional co-creation of individualized psychological space to facilitate problem solving and individual growth



# COUNSELLING ACRONYM

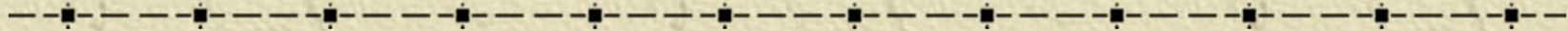
- 
- 
- Confidential
  - Open minded
  - Understanding
  - Need Based
  - Specific
  - Empathic
  - Loving
  - Learning
  - Individualized
  - Natural
  - Genuine

# COUNSELLING

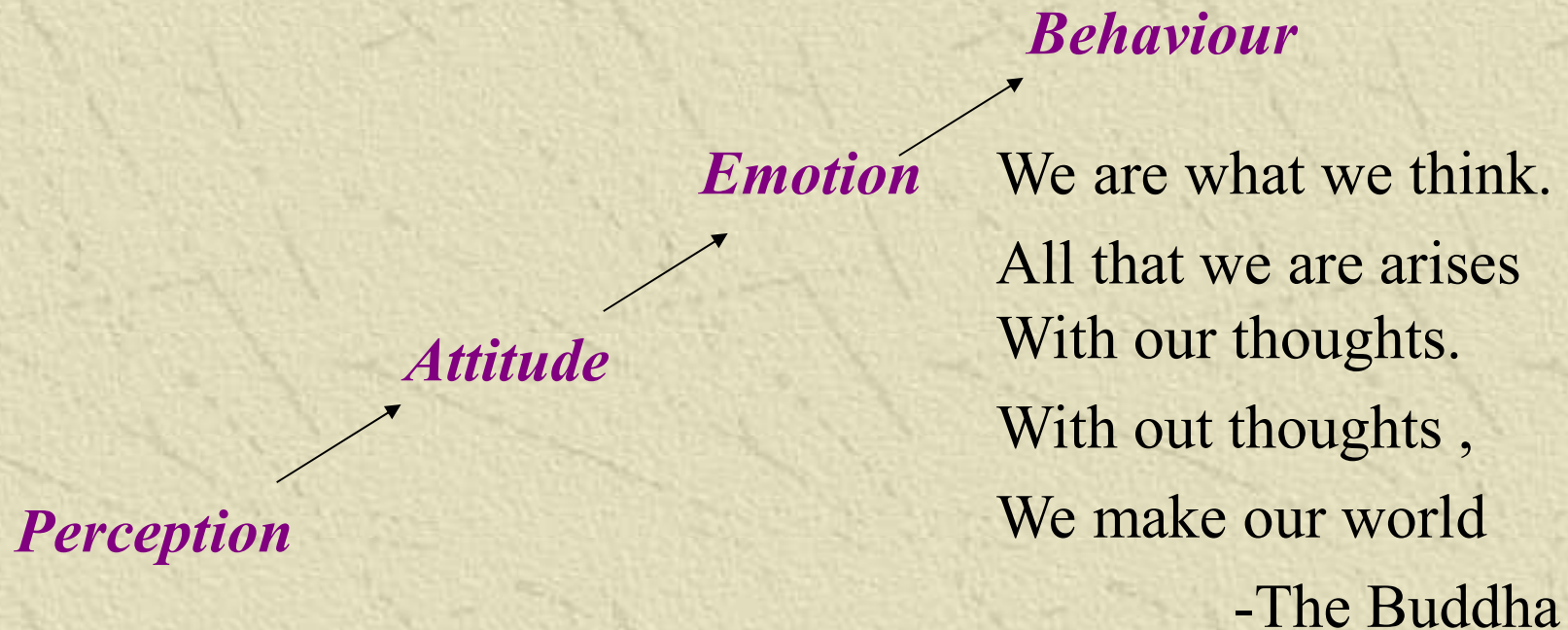
- 
- Listening
  - Questioning
  - Affirming
  - Non Verbal
  - Self Aware



# COUNSELLING



## *Perception-Behaviour continuum*



# COUNSELLING

-----  
IT MEANS SCORING A CENTURY !

A + T + T + I + T + U + D + E

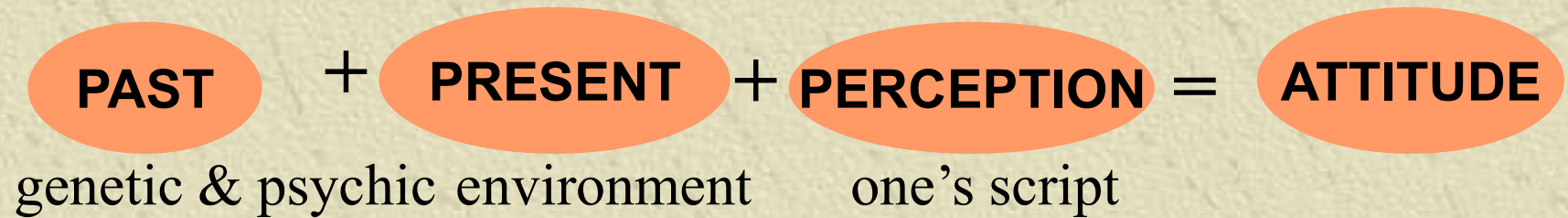
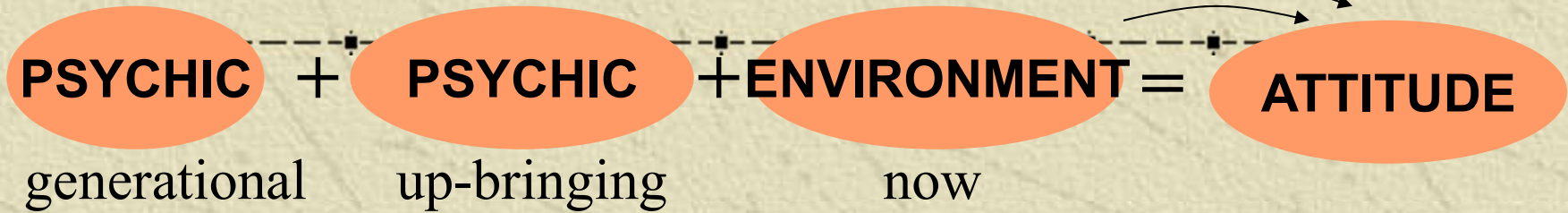
= 1 + 20 + 20 + 9 + 20 + 21 + 4 + 5

ATTITUDE



ALTITUDE





IT IS A DYNAMIC PHENOMENON

# Counseling



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## INTERACTIONAL STYLE

- Passive
- Aggressive
- Passive Aggressive
- Assertive

## Relationship & Results



# Counseling

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## LIFE POSITIONS ACCORDING TO T.A.

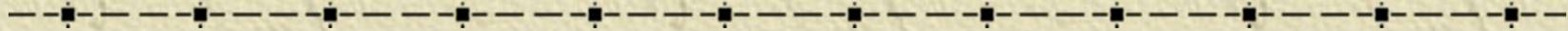
I'M NOT OK — YOU ARE OK

I'M NOT OK — YOU ARE NOT OK

I'M OK — YOU ARE NOT OK

I'M OK — YOU ARE OK

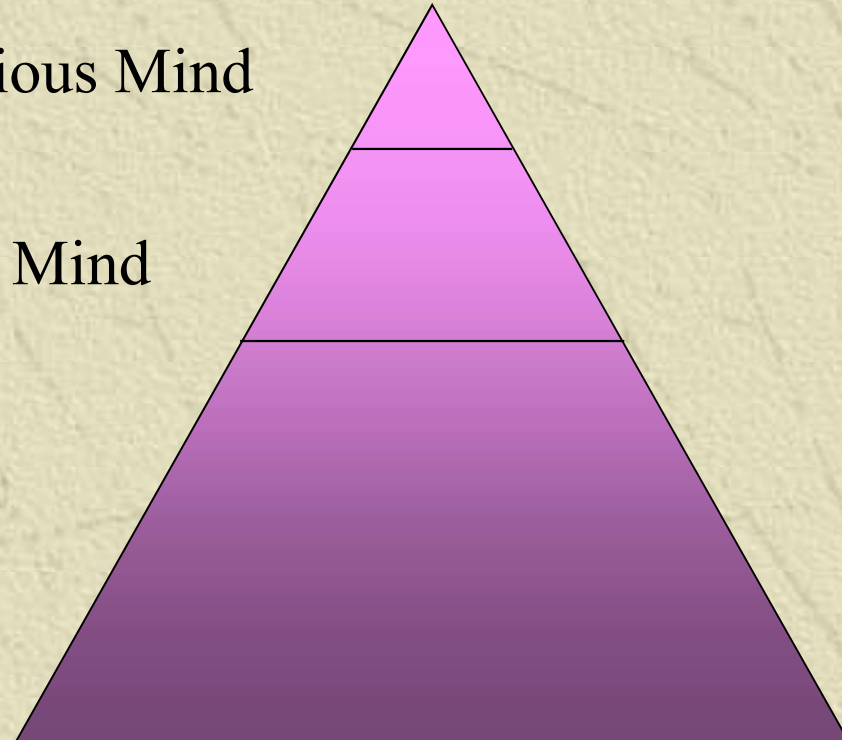
# Counseling



The Conscious Mind

The Sub-conscious Mind

The Unconscious Mind





# Counseling



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In the end, the location of the new economy is not in the technology, be it the microchip or the global telecommunications network.

It is the human mind.

-- Alan Webber

# NEED FOR COUNSELLING

ARISES FROM VARIED ON AND OFF THE JOB  
CONDITIONS

# DISSATISFACTION

# RESISTANCE TO CHANGE

# ALIENATION


# FRUSTRATION

# CONFLICT

# STRESS



# Sources of Stress

- 
- 
- Role ambiguity
  - Role conflict
  - Role overload
  - Time Pressures
  - Coercive supervision
  - Inadequate performance feed back
  - Changes of any type
  - Career goal discrepancies
  - Interpersonal/group differences
  - Job hazards
  - Responsibilities of people/ things
  - Martial problems
  - Unemployment
  - Physical difficulties
  - Financial concerns

# **FUNCTIONS OF COUNSELLING**

---

## **ADVICE**

**IT INVOLVES GIVING JUDGEMENT ABOUT AN INDIVIDUAL'S EMOTIONAL PROBLEMS AND MARSHELLING A COURSE OF ACTION**

## **RESSAURANCE**

**A WAY OF PROVIDING COURAGE TO AN INDIVIDUAL TO DEAL WITH A PROBLEM OR DEVELOPING CONFIDENCE IN HIM THAT HE IS FACING TOWARDS AN APPROPRIATE COURSE OF ACTION**





# **FUNCTIONS OF COUNSELLING**

---

## **UPWARD AND DOWNWARD COMMUNICATION**

**PROVIDES AN OPPORTUNITY TO THE EMPLOYEE TO EXPRESS HIS FEELINGS TO THE TOP MANAGEMENT AND ALSO HELPS IN INTERPRETING VARIED POLICIES AND PROGRAMMES OF THE COMPANY TO PEOPLE WHO TEND TO DISCUSS THEIR PROBLEMS RELATED TO THEM**

## **RELEASE OF EMOTIONAL TENSION**

**BY EXPRESSING HIS EMOTIONAL PROBLEMS DURING THE PROCESS OF COUNSELLING, THE INDIVIDUAL GETS AN EMOTIONAL RELEASE FROM FRUSTRATION AND ALLIED PROBLEMS**



# **FUNCTIONS OF COUNSELLING**

---

## **CLARIFIED THINKING**

**IT IS AN OUTCOME OF EMOTIONAL RELEASE AND CAN BE GENERATED BY A SKILLED COUNSELLOR ACTING AS A CATALYST**

## **RE-ORIENTATION**

**IT BRINGS CHANGE IN AN INDIVIDUAL'S PSYCHIC AND HIS LEVEL OF ASPIRATIONS CORRESPONDING TO REALITY AND ENABLES HIM TO REALISE AND ACCEPT HIS LIMITATIONS**



# **TYPES OF COUNSELLING**

---

## **DIRECTIVE**

**LISTENING TO AN EMPLOYEE'S EMOTIONAL DIFFICULTY,  
DECIDING WITH HIM WHAT CAN BE DONE AND THEN TELLING  
AND MOTIVATING HIM TO DO IT**

## **NON -DIRECTIVE**

**ALLOWS INDIVIDUAL TO SPEAK ABOUT HIS EMOTIONAL  
PROBLEMS AS LONG AS HE WISHES WITHOUT ANY  
INTERRUPTION WITH AN EMPATHETIC AND APPRECIATIVE  
LISTENER WHO SHOWS EMPATHY AND UNDERSTANDS THAT  
THE INDIVIDUAL HIMSELF IS BEST QUALIFIED TO RESOLVE  
HIS OWN PROBLEM**

# **TYPES OF COUNSELLING**

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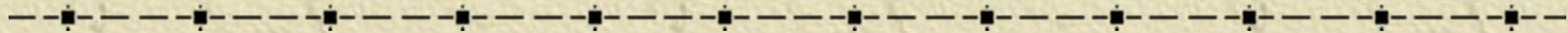
## **CO-OPERATIVE**

**IT IS NEITHER ENTIRELY COUNSELLOR CENTERED NOR COUNSELLEE CENTERED BUT REQUIRES THAT BOTH OF THEM COME FORWARD WITH THEIR VARIED KNOWLEDGE, PERSPECTIVES AND INSIGHT TO RESOLVE THE PROBLEMS IN A COOPERATIVE WAY**

**IT IS THE PROCESS OF MUTUAL DISCUSSION OF AN INDIVIDUAL'S EMOTIONAL PROBLEMS AND ESTABLISHMENT OF CONDITIONS CONDUCIVE TO THEIR SOLUTIONS**



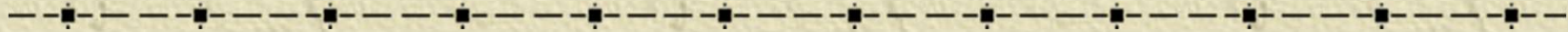
# **RESULTS / OUTCOME OF COUNSELLING**



## **IT HELPS**

- # AN INDIVIDUAL TO KNOW HIS STRENGTHS AS WELL AS HIS DRAWBACKS**
- # IN THE DEVELOPMENT OF AN EMPLOYEE**
- # TO GET TO KNOW MORE ABOUT THE EMPLOYEE**
- # IN ASSESSING EMPLOYEE'S CONTRIBUTION AND HIS SATISFACTION LEVEL**

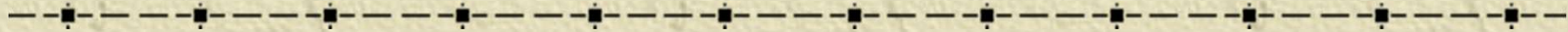
# Mentoring



**Mentoring:** The act of taking persons/ subordinates under your wing and nourishing them with your experiences, offering them insights, values and wisdom, etc.

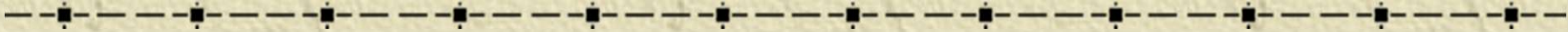


# Why Mentoring



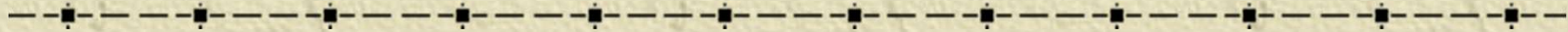
1. Need to go beyond the command and control approach
  - Vertical (top to bottom)
  - one way
  - rigid/ non responsive
  - Low view/ underestimation of employees

# Why Mentoring

- 
2. Imperative of continuous improvement in performance
  3. Recognizing the importance personal growth and development-reach their true potential.
  4. Seeing the need to adapt rapid change and to lead the change process.

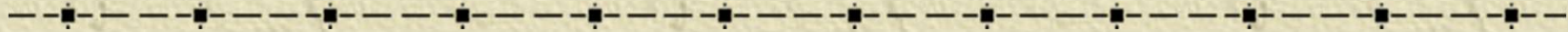


# Effective Feed Back



- Dignity & respect maintained
- Specific & Clear
- Rational
- Solution Centric
- Assurance of support
- What's next

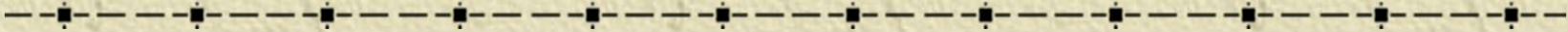
# Bad Feed Back



- Puts a person down
- Vague & generalized
- Emotional
- Problem Centric
- Thrown to the dogs



# Characteristics of Monitoring

- 
1. A senior is responsible for junior colleagues performance and development.
  2. Clear identification of specific areas of focus.
  3. Time bound learning activities.
  4. Structured interactions - Plan & Review.

# Success Factors

- 
1. Attitude of accommodation-  
accessibility and availability
  2. Manager having a clear understanding  
of organizational goals, vision and  
values and his role in it.
  3. Self-motivated and enthused about his  
organization and work.
  4. A learner himself
  5. Team player/ design to develop others




# ***WHY WORRY?***

-----  
**THERE ARE ONLY TWO THINGS TO WORRY ABOUT:**

**EITHER YOU ARE WELL OR YOU ARE SICK  
IF YOU ARE WELL, THERE IS NOTHING TO WORRY ABOUT,  
BUT IF YOU ARE SICK THERE ARE TWO THINGS TO WORRY ABOUT  
WHETHER YOU WILL GET WELL OR YOU WILL DIE  
IF YOU GET WELL THERE IS NOTHING TO WORRY ABOUT  
BUT IF YOU DIE, THERE ARE TWO THINGS TO WORRY ABOUT  
WHETHER YOU GO TO HEAVEN OR HELL  
IF YOU GO TO HEAVEN THERE IS NOTHING TO WORRY ABOUT  
AND IF YOU GO TO HELL YOU'LL BE SO BUSY SHANKING HANDS  
WITH OLD FRIENDS  
YOU WONT HAVE TIME TO WORRY.**

***SO WHY WORRY?***



***Thank You very much***

