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COURSE BROCHURE

# Counselling Conversations and Specialist Referral for Managers Training Course

28 February – 4 March 2027
Doha

# Counselling Conversations and Specialist Referral for Managers Training Course

**Ref:** 2723_104024 **Date:** 28 February – 4 March 2027 **Location:** Doha **Fees:** 5500 GBP

Counselling Conversations and Specialist Referral for Managers is a 1-week training course for managers, people officers and wellbeing champions who support colleagues through personal and work difficulties, producing a supportive conversation and referral guide for their area. Stress, bereavement, caring pressures and conflict now reach managers first, long before any specialist does. Jupiter Prime Training delivers this course on counselling conversations and specialist referral for leaders who want to help well and know where help stops.

## Why Counselling Conversations and Specialist Referral Matter Now

Three groups shape counselling conversations and specialist referral today. Employees increasingly expect a manager who notices distress and responds with care rather than discipline; specialist services such as employee assistance providers and occupational health depend on timely, well-judged referral; and senior leaders face legal and reputational exposure when a disclosure is mishandled or confidentiality is breached. An organisation that handles these conversations well keeps people at work, shortens absence and builds trust. One that handles them badly risks harm, grievances and quiet attrition. The course rests on person-centred helping principles, active listening practice and clear ethical boundaries for non-specialist helpers, described in plain terms.

## Who Gains Most from Counselling Conversations and Specialist Referral

- Line leaders who are the first person an employee tells about a personal or work difficulty
- People officers who handle disclosures, absence conversations and return-to-work meetings
- Wellbeing champions and peer supporters who offer a listening ear within their department
- Supervisors in shift, field and customer-facing settings where distress surfaces suddenly
- Welfare and employee relations advisers who decide when a case needs specialist help

A wellbeing or people network gains most when several members attend together, because they leave with one shared approach to listening, record-keeping and referral routes.

## Counselling Conversations and Specialist Referral Capabilities

Participants rehearse helping conversations until listening, structure and limits become habits that hold under emotional pressure.

- Apply active listening, reflecting and summarising in a difficult disclosure — serving the employee who needs to be heard
- Structure a helping conversation from opening to agreed next step — informing what support is offered
- Assess signs of distress and risk that call for urgent action — informing escalation and duty-of-care decisions
- Specify personal and role boundaries for a non-specialist helper — protecting both helper and employee
- Weigh confidentiality against safety and legal duties — serving fair, defensible record-keeping
- Build referral routes to specialist services — serving employees, occupational health and assistance providers

## Key Counselling Conversations and Specialist Referral Terms

- Active listening — giving full attention, reflecting feelings and meaning, and checking understanding before offering any response or advice.
- Counselling skills — helping techniques used by non-specialists to support someone, distinct from therapy delivered by a qualified counsellor.
- Disclosure — the moment an employee shares personal, health or sensitive information, which shapes what the listener must do next.
- Boundary — a clear limit on the helper's role, time and involvement that keeps support safe and sustainable.
- Limited confidentiality — an agreement to keep information private except where safety or a legal duty requires sharing it.
- Signposting and referral — directing an employee to specialist help, either by giving information or by making a supported introduction.

## Counselling Conversations and Specialist Referral Day by Day

## Day 1: The Helper's Role in the Organisation

- Helping Versus Counselling Versus Therapy — Where a Manager's Role Ends
- Common Employee Difficulties Map — Stress, Bereavement, Caring Pressures and Conflict
- Duty of Care Expectations — What the Organisation Owes a Struggling Employee
- Helper Self-Awareness Inventory — Values and Triggers That Colour Responses
- Support Services Landscape — Assistance Providers, Occupational Health and Community Help

## Day 2: Listening That Helps

- Attending Skills and Body Language — Signalling Full Attention and Safety
- Reflecting Feelings and Paraphrasing — Showing an Employee They Are Understood
- Open and Clarifying Prompts — Exploring Without Interrogating or Leading
- Summarising Techniques — Bringing Focus to a Rambling or Emotional Account
- Listening Barriers Checklist — Advice-Giving, Rescuing and Premature Reassurance

## Day 3: Structuring Helping Conversations

- Three-Stage Helping Conversation Structure — Exploring, Understanding and Agreeing Action
- Opening and Contracting Scripts — Setting Time, Purpose and Confidentiality Limits
- Responding to Strong Emotion — Tears, Anger and Silence in the Room
- Option Generation With the Employee — Helping People Choose Their Own Next Step
- Remote and Brief Support Conversations — Adapting for Phone, Video and Corridors

## Day 4: Boundaries, Confidentiality and Risk

- Role Boundary Agreement — Limiting Dependency and Over-Involvement
- Confidentiality Decision Tree — When Information Must Be Shared and With Whom
- Risk and Distress Warning Signs — Recognising Situations That Need Urgent Help
- Support Conversation Record Template — Factual, Minimal and Securely Stored Notes
- Helper Wellbeing and Supervision Plan — Preventing Compassion Fatigue in Supporters

## Day 5: Practising Support and Referral

- Referral Pathway Mapping — Matching Needs to Specialist Services Available
- Supported Referral Conversation — Introducing Specialist Help Without Rejecting the Employee
- Observed Practice Rounds Applying Listening Skills — Feedback From Peer Observers
- Case Rehearsal Applying Boundaries and Confidentiality — Complex Disclosure Scenarios
- Supportive Conversation and Referral Guide — Scripts, Routes, Records and Limits

## Applying Counselling Conversations and Specialist Referral After the Course

- Map the referral pathway for your department, confirming named contacts for assistance, occupational health and urgent help.
- Hold two check-in conversations using the three-stage structure, then compare your record notes against the template.

## Counselling Conversations and Specialist Referral Questions FAQ

### What are counselling conversations and specialist referral, and why do they matter now?

Counselling conversations and specialist referral are the listening and helping techniques non-specialists use to support colleagues in difficulty, and the judgement to pass them on. They matter now because distress often reaches managers first, and a well-handled conversation keeps people safe and at work.

## Which roles gain most from counselling conversations and specialist referral?

Line managers, people officers and wellbeing champions gain most from counselling conversations and specialist referral. Supervisors in shift or customer-facing settings and welfare advisers who decide on specialist help also benefit, because they meet disclosures without warning.

## How do counselling conversations and specialist referral differ from a professional counselling qualification?

Counselling conversations and specialist referral equip helpers, not therapists. A professional qualification trains counsellors to treat clients over time; this course teaches you to listen, support, hold boundaries and refer, so specialist help arrives sooner and you stay within your role.

## What do participants bring back from counselling conversations and specialist referral training?

You bring back a support and referral guide for your area. It holds opening scripts, listening prompts, a confidentiality decision tree, a record template and mapped referral routes, ready to share with fellow managers and champions.

## Counselling Conversations and Specialist Referral: The Way Forward

The supportive conversation and referral guide gives each participant a ready reference for the next difficult disclosure. Its first use is deciding whether a concern can be supported locally or needs specialist referral. Managers, people officers and champions share it across a department. After first use, revisit the boundaries and helper wellbeing sections, which are the easiest to let slip.