

Can you spare a moment?

The counselling interview



A Video Arts production
featuring Ricky Gervais, Angus
Barnett, Celia Imrie
and John Cleese

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The counselling interview

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Titles in this series:

Absence minded: managing absenteeism
An inside job: meeting internal customer needs
Building the perfect team: Belbin's team role theory in action
Can you spare a moment?: counselling skills for managers
Demanding customers: customer care made perfect
Does the team work?: improving effectiveness through teamwork
First among equals: leading a team
How am I doing?: the performance review
How to lose customers without really trying: keeping the customer satisfied
I wasn't prepared for that: overcoming the fear of making presentations
I'd like a word with you: the discipline interview
If looks could kill: the power of behaviour
It's your choice: selection skills for managers
Meetings, bloody meetings: making meetings more productive
More bloody meetings: the people side of meetings
Negotiating - tying the knot: a skill for life
No complaints?: complaints and the customer
Not my type: valuing diversity
On the receiving end: making call centres more effective
Performance matters: the importance of praise
Performance matters: the need for constructive criticism
Project management: leading a project team
Report writing: the art of writing a good report
Selecting the perfect team: utilising internal and external resources
Sell it to me! parts 1 & 2: essential skills for a salesperson
Straight talking: the art of assertiveness
Talking to the team: how to run a team meeting
Team spirit?: how to be an effective team member
Telephone behaviour: the rules of effective communication
The balance sheet barrier: the basics of business finance
The best of motives, parts 1 & 2: informing and involving
The dreaded appraisal: both sides of the appraisal interview
The grapevine: communicating in a world of change
The helping hand: coaching skills for managers
The paper chase: cutting back on paperwork
The unorganised manager, parts 1 & 2: damnation and salvation
The unorganised manager, part 3: divine intervention
The ultimate change show: managing change
The ultimate stress show: managing stress
Who sold you this, then?: effective after-sales service
You'll soon get the hang of it: the techniques of one-to-one training

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OHP-1-OHP-9 Presentation 'slides'/OHPs*

Role-play briefs*

Certificate*

*Copies of these resources are also available on the enclosed computer disks to allow you to customise them to your specific requirements and to print the required number of copies from the master for the sole purpose of the training envisaged by the programme, and not for any commercial purpose.

Video-based training from Video Arts



Congratulations on choosing **Can you spare a moment?** from Video Arts to help develop the skills in your

organisation. Video Arts is recognised as the world leader in video-based training, with over 30 years' experience in staff development. With more than 250 programmes on video, DVD and e-learning/on-line covering all the essential skills of business, you can remain confident that training with Video Arts is the most effective way to improve the skillset of the people within your organisation.

Why train?

Train hard, fight easy - Marshal Zhukov

These days, it is difficult for organisations to become successful and stay that way. The pace of change is faster, competition is tougher, customers are more demanding, innovation is more prized, but harder to achieve.

Part of the response has been to create leaner, flatter, more flexible structures, but structures don't run organisations and create success, people do - intelligent people, energetic people, reliable people and, most of all, people with the right mix of up-to-date knowledge and skills.

That means people who are trained, not for a lifetime's work, not just once in a while, but as a central, continuing part of their working lives.

Why use video-based training?

Video is familiar. Television is how most people find out what is going on in the world. It is not surprising that this is a medium they are comfortable to learn from when they are being trained.

Video makes demonstration easy. We can show situations being handled badly. We can contrast that with how to handle them well.

Video is flexible. It can be the cornerstone of a course run for a group by a specialist trainer. It can quickly provide simple, clear lessons for a team whenever it is convenient for them. It can bring interest and enlightenment to a self-study programme.

Video injects realism. It lets us present those being trained with emotional, as well as rational, problems to solve. Ask a group '*how would you deal with an angry customer?*' and you will get a tidy, textbook answer. Use video to confront them with an angry customer and you will get a much more realistic reaction.

Video provides variety. Different people learn in different ways and none of us have an infinite attention span. Video provides us with a powerful means of injecting variety into our training.

Why use Video Arts' programmes?

Winston Churchill once said that he loved to learn, but hated being taught.

That is the secret of successful training: how to help people who want to learn. We do it by combining:

A storehouse of professional knowledge and expertise, developed over 25 years and drawing on some of the best minds in the business.

The highest possible production values, both in the videos we produce and in the support material that goes with them.

The magic ingredient - humour - which can make a delight of the dullest subject.

Introduction

Counselling is a vital skill for managers, teachers and all those involved in social welfare.

When someone has a problem, it's tempting either to ignore it or to take a prescriptive approach - to try to impose solutions rather than find the real cause of the problem and help the person find his or her way to resolve it.

But a manager who can spot subordinates' difficulties and help them before they become too serious can prevent unsatisfactory work and unnecessary loss of good people. Skilful counselling will also have positive benefits: the manager who reveals the organisation's human face will be rewarded with enhanced motivation and increased loyalty from the subordinate concerned.

The **Can you spare a moment?** programme will help managers to improve their ability to exercise this vital, but difficult, skill.

Objectives

Those who work their way through the **Can you spare a moment?** training programme will:

- Understand what counselling is and its value to the individual and the organisation
- Know how to recognise personal problems in their subordinates which may be resolved through counselling
- Recognise the strengths and weaknesses of their own counselling style
- Learn specific techniques, including how to:
 - set up a counselling interview
 - encourage people to talk
 - help people to think things through
 - help people to find their own solutions

Using Can you spare a moment?

- **Dual use.** The programme can be used either as a conventional training course with a small group, or for self study by individuals. The pack contains guidance and appropriate materials for each use
- **Resources on disk.** Most of the support materials, such as OHPs and the workbooks, are supplied on disk. This makes it easy for you to customise them to your specific requirements and allows you to print as many copies as you need for group or individual use

The target audience

The programme will be relevant to anyone whose work involves counselling. In any modern organisation, this means all managers – counselling is not something to be shuffled off to the Human Resources Department.

It is also relevant to teachers and individuals in the social welfare field – including marriage guidance, the Samaritans, social workers, probation officers and clergy. For professional counsellors, the video will serve as a valuable introduction to counselling-skills training.

You must decide whether the group should contain people at different levels in the organisation or consist entirely of peers. In some organisations people are uneasy working on sensitive issues with those at a different level from themselves.

Eight to twelve people is the ideal group size.

The course leader

You do not have to be a professional trainer to lead a group through the programme. Line managers will be able to deliver this course with confidence by using the materials and detailed guidance provided.

Further resources

Other titles available from Video Arts that will help you improve the counselling skills within your organisation include:

- **Days of change** This Melrose programme, also based on the ideas of Philip Hodson, presents a model to help individuals understand and come to terms with their reactions to change
- **Performance matters: the importance of praise** This programme makes the point that giving praise where it's due is a management tool that's powerful, cheap and easy to use. Features John Cleese
- **Performance matters: the need for constructive criticism** This programme helps managers understand that criticism is an essential part of their responsibilities and shows that people should only be criticised for what they've done, not what they are. Features John Cleese
- **Stress** The video, which is presented by Dr Michael O'Donnell, follows a day in the working life of a manager, played by David Suchet, whose work is increasingly getting on top of him. The programme is designed to get delegates thinking about a problem which represents a huge cost to organisations and the nation, as well as potentially devastating the lives of those affected by it
- **Stress management** This is one of a series of self-development workbooks from Video Arts
- **The counselling interview** This is one of the Melrose masterclass series in which counsellor and psychotherapist Philip Hodson presents a structure for handling counselling sessions and demonstrates its use by role playing three interviews
- **The stress pocketbook** This is one of the hugely successful Management Pocketbook series

What the pack contains

Can you spare a moment? video

In the video **Can you spare a moment?** John Cleese presents a series of sketches featuring Ricky Gervais, Sylvestra Le Touzel, Michael Maloney, Jay Griffiths, Naomi Harris and others, which highlight the classic errors made in counselling interviews. He shows how to avoid these errors and help people find their way to resolve their own problems. The video illustrates key steps to follow in the four vital stages of a counselling interview: setting up the interview, encouraging people to talk, helping them to think their problem through and letting them find the solution.

Course leader's guide

- An outline of a half-day programme
- How to prepare the programme
- A detailed session plan. This tells the course leader precisely what to do and which resources to use in each session of the programme

Group training workbook

This workbook allows those taking part in a group training course to record the conclusions they reach during the various sessions and the actions they propose to take as a result of the course. The workbook is supplied on CD-ROM or DVD.

It also contains a copy of the course objectives and programme and a set of notes which summarise the main points of **Can you spare a moment?**

Self-study workbook

This workbook, which is supplied on CD-ROM or DVD contains detailed instructions which enable individuals to work systematically through the programme. Users are prompted to record their answers to questions about about what they have seen and to produce an Action plan.

The workbook also contains a set of notes which summarise the main points from **Can you spare a moment?**

Links to NVQs

Both workbooks contain a checklist of material which those who have taken part in the programme should collect, such as notes from counselling interviews they have conducted (edited to protect the anonymity of those interviewed). These will form a portfolio of evidence which they can use to support a claim for competence in elements of NVQs.

Presentation 'slides'/OHPs

There are master copies supplied, both on CD-ROM or DVD, in Microsoft® PowerPoint® for printing onto acetate or for use as a computer-driven 'slide' show.

Certificate

The CD-ROM or DVD also contains a blank certificate which users can customise and issue to those who have completed the course based on **Can you spare a moment?**

Computer disks

As explained above, the computer disks contain copies of:

- Objectives and programme (Microsoft® Word®)
- Group training workbook (Microsoft® Word®)
- Self-study workbook (Microsoft® Word®)
- Presentation 'slides'/OHPs (Microsoft® PowerPoint®)
- Role-play briefs (Microsoft Word)
- Certificate (Microsoft Word)

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Course leader's guide

Course programme

How to prepare the programme

Session 1 Introduction

Session 2 What is counselling?

Session 3 Setting up the interview

Session 4 Encouraging people to talk

Session 5 Helping them to think it through

Session 6 Letting them find the solution

Session 7 Role-play exercise

Session 8 Action plan



Course programme

This is a suggested programme for a half-day course based on **Can you spare a moment?**

You may choose to incorporate additional sessions to cover key points specific to your organisation, or just take elements of the course and run a series of short sessions covering each aspect of **Can you spare a moment?** individually.

If you would like help in facilitating this course or in adapting it to your specific requirements, call Video Arts Training Services. An experienced training consultant can advise you or, for an agreed fee, design and run a course for you.

Video Arts Training Services can be contacted at:

Video Arts Limited

Tel: 020 7400 4800

email: info@videoarts.co.uk

The programme overleaf is an outline of the course.

Each session is covered in detail later in the Course leader's guide.

Session no.	Session content	Approx. timing
Session 1	Introduction <ul style="list-style-type: none"> • Welcome and housekeeping • Objectives • Structure of the course 	<i>10 mins</i>
Session 2	What is counselling? <ul style="list-style-type: none"> • Definitions and differences • Problems and their consequences 	<i>25 mins</i>
Session 3	Setting up the interview <ul style="list-style-type: none"> • Video excerpt • Discussion 	<i>30 mins</i>
Break		<i>15 mins</i>
Session 4	Encouraging people to talk <ul style="list-style-type: none"> • Video excerpt • Discussion 	<i>30 mins</i>
Session 5	Helping them to think it through <ul style="list-style-type: none"> • Video excerpt • Discussion 	<i>30 mins</i>
Session 6	Letting them find the solution <ul style="list-style-type: none"> • Video excerpt • Discussion 	<i>25 mins</i>
Session 7	Role-play exercise <ul style="list-style-type: none"> • Exercise • Discussion 	<i>60 mins</i>
Session 8	Action plan <ul style="list-style-type: none"> • Video excerpt • Action plans • Course summary 	<i>15 mins</i>
Total:		<i>4 hours (including break)</i>