

Counselling Skills to Support Family and Friends

Course Code	Venue & Contact Details	
MZ399ARA	Venue	Online, using Google for Education, www.classroom.google.com
	Phone	020 8583 6000
	Email	courses@hounslow.gov.uk
	Website	www.hace.ac.uk

Day	Times	Start date	End date	No of Weeks	Fee
Wednesday	6 - 8pm	03.11.2021	08.12.2021	6	£28 / *Free

**If you are unemployed, looking for work, and are in receipt of a means tested benefit, you do not have to pay the course fees. You will need to sign a self-declaration form stating that you are looking for a job and provide supporting evidence.*

**If you are in low paid employment and you earn less than £10.85p/h or £21,157.59 annual gross salary, you do not have to pay the course fees. You will need to provide proof of income, for example, this could be a wage slip within 3 months of the course start date, or a current employment contract, which states gross monthly/annual wages.*

About the course

We quite often find ourselves listening to people's problems and though we feel we may be a good listener or helper; we must recognise we do have limits. This course will help you interact with family and friends who may be asking you for some support. To have good helping and listening skills we learn how to look at the other person's

needs, how appropriate the time and place is and also reflecting on our limitations. We will also explore the difference between responding rather than reacting to others.

This course is part of our specialist programme for personal and professional development, designed for our learners to develop skills to support themselves and others in their personal life and/or professional roles. After completing this course, you might consider progressing to do a qualification in counselling skills to prepare for further education or a professional career in counselling, support work or other people facing professions.

What will I learn?

After this course you will be able to:

- Reflect upon your own limitations of helping and listening, being there for others
- Understand the meaning of helpful interaction, to be a "good listener"
- Practice and increase your own self awareness
- Separate your own feelings from the feelings of others

What are the entry requirements?

- This course is open for beginners. However, to access this course basic digital skills are essential
- We use Google Suite for Education to record your learning journey. If you are a new learner with us, we will create an account for you. Details will be sent to your personal email so please check your inbox and spam regularly prior to course start.

What do I need to bring with me?

- This is an online course – please see the '**Devices and Digital Applications Required for Online Courses**' section below

- You may wish to bring a piece of paper and a pen to take notes
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How will my learning be assessed?

This is a non-accredited course with the intent to benefit lifelong learning. Your tutor will give you regular verbal and written feedback to support your progression. You will submit your course work and track your learning in Google Classroom. You will participate in group discussions and receive guidance.

To successfully complete the course your attendance should be a minimum of 85% and course work should be completed by the end of the course. **Please note that the first session is an induction to the course and the centre, so it is therefore essential that you attend.** If you for any reason are unable to attend, please let us know and ensure that you read through the induction slides located in your Google Classroom and complete any related tasks.

Devices and digital applications required for online courses

This is an interactive online course which requires access to a good internet connection and a computer/laptop with camera and microphone. We recommend that you download Google Chrome browser to your laptop or PC.

What can I do after completing this course?

- At the end of the course your tutor will advise you on your possible next steps.
 - You can call us to find out about upcoming courses on 020 8583 6000
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Information, advice and guidance for employment

- Call 020 8583 6174 to speak to an advisor

- Email work@hounslow.gov.uk
 - Visit <http://www.hace.ac.uk/employment-support>
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