

**SOS POLITICAL SCIENCE AND PUBLIC ADMINISTRATION,**

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**SUBJECT NAME: INDUSTRIAL PSYCHOLOGY**

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**UNIT-V**

**TOPIC: EMPLOYEE COUNSELLING – BENEFITS**

**EMPLOYEE COUNSELLING – BENEFITS**

Employee Counselling offers employees a facility that is confidential, easily accessed, provides a properly qualified and supervised practitioner, does not raise the threat of a diagnosis of psychiatric disorder, and promises to alleviate distress within a reasonably short period of time.

Employee Counselling is often viewed by employers as an insurance policy against the threat of compensation claims made by employees exposed to work-related stress.

Workplace counselling offers a service that is valued by employees. It has the potential for reducing sickness, absence, takes pressure off managers through the availability of a constructive means of dealing with 'difficult staff or situations', and contributes to its reputation as a caring employer.

**SOME BENEFITS MAY BE HIGHLIGHTED AS UNDER:**

1. It helps employees to tackle with the problems effectively
2. Employees are able to sort out their problems with ease
3. Counselling Helps in taking correct decisions, be it personal or official
4. Counselling gives a new way to look at the situation with a new perspective and positive outlook
5. It also May reduce the number of absenteeism of employee
6. It may prevent termination from employer or resignation from employee
7. It reduces the cost of hiring new employee and training new staff as old staff is retained
8. It results in Possibility of smooth coordination between employer and employee

9. It Helps the individual to understand and help him/herself
  10. It provides Alternate solutions to problems
  11. Counselling helps in Coping with the situation and the stress
  12. Employees frustrations and stress are removed with the help of Counselling
  13. The employee is able to overcome his personal weakness, his emotional irritants and come out with refined behaviour
  14. He/she is able to improve his/her behaviour to full potential.
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### **BENEFITS OF THE WORKPLACE COUNSELING PROGRAMS:**

Workplace counseling can be called as a health care program for the human brain. It is a solution to the psychological health problems within the employees. It is a way to tackle the problems of the employee as well as employers by actively treating the day to day psychological issues that everyone faces.

Stress is entirely inevitable in human nature and so to enhance employee motivation, the willpower of the employee and satisfaction of the employers, the workplace counseling session or counseling program is very important.

Thus, engaging each and every employee of the company into a **free of cost counseling program** is the duty of a true employer.

**The benefits are:**

### **1. DECLINING ABSENTEES:**

Absentees have two definite reasons. They are 'the need for a holiday' and 'sickness'. Both the factors are indirectly related to the word 'stress'. Distress is a result of anxiety that may give birth to many diseases.

Thus, counseling is a way to tackle this problem of unhealthy stress and anxiety. This will not only decrease the amount of absentees but also help in increasing the confidence and morale of the employee. Further work will become fun for them.

### **2. POTENTIAL ANALYZING:**

Counseling provides an opportunity for gaining a positive outlook in all aspects. It makes the employees realize their true potential. Once they understand their potential, it becomes easier for them to work and focus on their career well. It on a longer run is in the best interest of the company at a whole.

### **3. COPING WITH ALL POTENTIAL THREAT:**

Stress is inevitable. Even after counseling sessions stress cannot be totally eliminated from our lives. Hence, the counseling also focuses on preparing and motivating employees for coping with all the work related as well personal problems. The positive perception as well as attitude develops in the employees.

### **4. COPING WITH CRITICISM:**

Coping with negative feedbacks on the hard work seems very offensive to some people and they work in a negative manner de-motivating the employee to work anymore. Thus, counseling works on improving the ability of the employees to cope with the negative feedback and learn from the mistakes.

### **5. INCREASING CONFIDENCE AND MORALE:**

Confidence is the soul of the personality. When a person is filled with confidence, it is easier to tackle all the obstacles that come in the way. But stress, dissatisfaction, anxiety, etc can hamper that ability of the person.

That is where counseling works out. It increases the confidence and builds the morale of the person. Hence, it contributes well in overall progress of the organization.

Counseling is a very beneficial program that works for the benefit of the organization. It works perfectly well for the employers as well as employees and is one of the necessities of today's time.

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## **PERFECT WORKPLACE COUNSELING PROGRAM INSIGHTS:**

### **1. COUNSELING IS A SENSITIVE TOPIC:**

Even now, in the modern era, people take counseling or psychiatric help as a result of mental illness. They simply tag the people as 'stupid' or 'dumb'. Thus, the topic of counseling is very sensitive and it should be considered carefully.

The counselor should be experienced and mature enough to handle and understand the employee behavior well.

## **2. FLEXIBLE AND A LISTENER:**

Counselors are a set of people who are meant to listen, understand and help the patient they attend. Thus, flexibility is expected out of them. They should be able to connect with the employees emotionally with a frank and friendly attitude.

Further they should be capable of gaining the trust of the employee which will help them to counsel better and tackle the problem from the root.

Secondly, it is expected of the counselor to be a good and patient listener. After all listening is counted as a key factor in any type of counseling.

## **3. SCHEDULE TARGET AND GOAL:**

Employers, who hire or involve a counseling sessions do not opt for a long term counseling of each and every person. Usually a counseling session is of one hour and can exceed to an eight time session.

Thus, time should not prove to be a restriction in the process of counseling. A counselor is expected to make a schedule and target each and every problem within the same given time.

For an instance, to understand the root of the problem the counselor first needs to gain enough trust in order to make the employee talk. The gaining trust process should not take more than one session per employee.

A counselor is expected to identify the root problem, and give a solution to it in the given time.

#### **4. GOAL ACCOMPLISHMENT:**

The main motive of an employee counselling at workplace is to provide a solution to the stress that is a result of day to day life struggle. Thus, by the end of the eight session program a counselor is not just expected to work solely on the stress related problems but also should be able to boost the confidence and the spirit of the employee.

Further should also effectively create a positive outlook in the mind of the employee so that they could deal positively with the problems and root of stress by themselves.

Employees are facing great amount of fatigue, exhaustion, stress, etc, due to a lot of reasons and it ends up affecting the work performance of them. This is one of the reasons why the counseling sessions have been promoted for the well being of the employees.

Further, the timely counseling may prove beneficial for the overall productivity of the organization.

Workplace counseling is a platform where the employees get an opportunity to share their problems freely. It is a safe, confidential, less troublesome and far more comfortable. This is way of enhancing their ability to cope with stress and work better.

Further it does promise a quality work as a counselor is trained to advice create a positive outlook in the mind of people.

A counseling session may be conducted as one on one face to face conversation or a telephone based conversation.

Counseling is also adapting the new technology day by day. E-mails, message, video calls etc also avail the facility to people who travel a lot as a part of their job description.

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