



Workplace Counselling: A Systematic Approach to Employee Care

By Michael Carroll

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`An invaluable resource book for anyone (counsellors, EAP providers and companies) involved in workplace counselling. Helpful and informative, it is set to become a classic text in its field' - *Counselling and Psychotherapy, The Journal of the British Association for Counselling and Psychotherapy*

`Accessible and meaningful... a valuable contribution to the growing body of literature on counselling in specific contexts, and Michael Carroll is to be congratulated for his skill in pulling together so many strands that influence the workplace counsellor's role' - *Human Resource Management Journal*

Hand-in-hand with the increase in numbers of organizations offering counselling for their employees comes a growing demand for counsellors who are skilled not only in helping the individual but also in managing the counselling process within a workplace setting. This practical book provides core guidance on how to operate best in an employee-counsellor role and how to tackle the issues such a role raises.

Michael Carroll presents a generic, integrative model of employee counselling which shows readers how to organize, administer and manage the counselling process, from assessment to termination, within an organizational setting. In so

doing, he discusses the tasks and responsibilities of employee counsellors, covering such vital areas as: how to contract with organizations; the impact of the organization on the counselling process; evaluation; ethical dilemmas; loyalty clashes; and training and supervision.

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Workplace Counselling: A Systematic Approach to Employee Care By Michael Carroll Bibliography

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Editorial Review

Review

'A clear, concise, easily accessible and thoroughly useful book... essential reading for anyone involved in the practice and delivery of an EAP into an organization. I would guess it is destined to become a core textbook. It is one I highly recommend' - Self & Society

'A welcome addition... As someone who finds herself constantly discussing the scope, nature and breadth of counselling at work, I was heartened by Michael Carroll's outline of its many faces, which reflects the reality... In the best sense of the phrase, it is an easy read... what the book does very effectively is bring... knowledge and awareness together, and maybe help us to formulate and articulate our own responses to questions concerning workplace counselling more effectively... this book's greatest value is for those training as workplace counsellors, or people making the move into that role. A copy on the desk of employers and PR managers would not go amiss either' - Counselling at Work

'Accessible and meaningful... a valuable contribution to the growing body of literature on counselling in specific contexts, and Michael Carroll is to be congratulated for his skill in pulling together so many strands that influence the workplace counsellor's role' - Human Resource Management Journal

'[This book] covers the role of counsellors in organizations and looks at the conflicts raised between counsellor, client and the organization. Michael Carroll offers an integrative model of employee counselling from initial assessment through to termination, and shows how to manage the issues peculiar to the workplace setting. His book is accessible, comprehensive and carefully researched... Key points are illustrated with case examples and useful diagrams throughout... Workplace Counselling is an invaluable resource book for anyone (counsellors, EAP providers and companies) involved in workplace counselling. Helpful and informative, it is set to become a classic text in its field' - Counselling and Psychotherapy, The Journal of the British Association for Counselling and Psychotherapy

'Carroll raises important issues about training for workplace counsellors and the roles they perform. The book highlights an additional complexity arising from organisational dynamics, and focuses on the importance of organisational cultures in the success or failure of workplace counselling schemes... The central recurring theme of the book is a plea for effective training for workplace counsellors. Consequently, it would form an ideal baseline for such training. I would see a role for organisations and training providers forming partnerships to deal with many of the issues highlighted. This would inject a significant slice of reality into training' - People Management

'This practical book is very readable and will act as a prime source for workplace counsellors for some time to come... Carroll's great achievement is to bring together material which has so far been scattered and difficult to access... There is a capacity for clarity in this enterprise which is admirably exemplified in this book. This clarity is never confused with mindless enthusiasm or obstinate denial of the very real dilemmas... I recommend that all interested in this fastest growing area of counselling get hold of this book. It will soon be indispensable' - Human Potential

‘The sections on the history and development of counselling... present some important and useful details... A section on setting up a workplace counselling scheme is sensible and straightforward, and raises most of the important questions for providers and purchasers alike... Also welcome is the decision to include a section on the ethics of workplace counselling, perhaps the most useful part of which is a very practical framework for ethical decision-making... It may be true that the influences of the organizational and cultural context in which counsellors work are too often neglected, and Carroll's emphasis on them is as welcome as it is overdue’ - **British Journal of Guidance and Counselling**

‘Throughout the book, the author makes good use of case studies to back up his points, with the result that it comes across as being firmly rooted in reality... For anyone planning to set up a counselling service within an organization, this book is an invaluable resource... Carroll's recurring theme is a plea for effective training for workplace counsellors... the book forms an ideal baseline for such training, and is a valuable resource for practising counsellors, employers who may be considering a counselling service or anybody who is interested in knowing more about this rapidly developing subject’ - **Interactive Magazine, St George's Hospital Medical School Conference Unit**

‘In this book, the author delineates the merits of full-time workplace counselors... The language is well-articulated [with] no academic jargon. The author draws on counseling issues that would be current and appropos, ie sexual harassment, cultural diversity, dispute resolution. The book takes a hands-on and how-to approach [with] good use of case examples’ - **The Journal of Staff, Program, & Organization Development**

About the Author

Michael Carroll, Ph.D. is a Chartered Counselling Psychologist. He is an accredited Executive Coach and an accredited Supervisor of Executive Coaches with APECS (Association for Professional Executive Coaches and Supervisors).

Michael is Visiting Industrial Professor in the Graduate School of Education, University of Bristol and the winner of the 2001 British Psychological Society Award for Distinguished Contributions to Professional Psychology.

Michael works with individuals, teams and organizations specializing in the theme of learning and wellbeing. He supervises, coaches and trains nationally and internationally and works within the private and public spheres. He runs the Centre for Supervision Training. He has trained in, written about and researched supervision for over 30 years, both supervising and being supervised. He has written, co-written and edited 10 books including the following *Training Counselling Supervisors: Strategies, Methods, Techniques* (Edited with Elizabeth Holloway, Sage:1999); *Counselling Supervision in Context* (Edited with Elizabeth Holloway: Sage: 1999), *The Handbook of Counselling in Organisations* (Edited with Michael Walton: Sage, 1997), *Counselling Supervision: Theory, Skills and Practice* (Sage, 1996); *Workplace Counselling* (Sage, 1996).

Users Review

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James Nadler:

In this 21st millennium, people become competitive in each way. By being competitive currently, people have to do something to make these individuals survive, being in the middle of the particular crowded place and notice by simply surrounding. One thing that sometimes many people have underestimated the idea for a while is reading. Sure, by reading a book your ability to survive increases then having a chance to stand up than other is high. For you who want to start reading the book, we give you this kind of Workplace Counselling: A Systematic Approach to Employee Care book as a beginner and daily reading guide. Why, because this book is greater than just a book.

Lisa Knight:

The reason why? Because this Workplace Counselling: A Systematic Approach to Employee Care is an unordinary book that the inside of the publication is waiting for you to snap the item but later it will jolt you with the secret idea inside. Reading this book close to it was a fantastic author who wrote the book in such a wonderful way that makes the content interior easier to understand, an entertaining approach but still conveys the meaning fully. So, it is good for you because of not hesitating having this nowadays or you going to regret it. This unique book will give you a lot of benefits than the other books possess such as help improving your proficiency and your critical thinking technique. So, still want to hold up having that book? If I had been you I will go to the publication store hurriedly.

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The book titled Workplace Counselling: A Systematic Approach to Employee Care contains a lot of information on this. The writer explains her idea with easy means. The language is very simple to implement all the people, so do not necessarily worry, you can easily read the idea. The book was published by a famous author. The author gives you in the new era of literary works. It is possible to read this book because you can continue reading your smart phone, or product, so you can read the book throughout anywhere and anytime. In a situation you wish to purchase the e-book, you can start their official web-site and also order it. Have a nice read.

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