

Coaching Courses

- ◆ **Coaching Skills**
- ◆ **Performance Management and Situational Leadership**
- ◆ **Coaching for Performance with NLP**

COSCA Counselling Skills Certificate

- ◆ Relating counselling skills to theory and self awareness
- ◆ Four 30 hour modules at £395 +VAT per module
- ◆ Each module is taught one day a week over 6 weeks
- ◆ Validated by COSCA, www.cosca.org.uk

About Us

Rowan is involved in the support, training and development of people and organisations. We are a team of professional counsellors, trainers, and mediators with experience in a variety of fields including education, management and caring professions.

As well as workshops, Rowan provides

- ◆ Individual and couples counselling and psychotherapy
- ◆ Employee counselling schemes
- ◆ Coaching
- ◆ Supervision
- ◆ Workplace mediation
- ◆ Mentoring



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ROWAN

People, Potential, Growth

Effective Listening

- ◆ Listening skills and non-verbal communication
- ◆ Reflecting feelings and paraphrasing
- ◆ What stops us from really listening?

Working with Anger

Anger is a natural response to hurt, frustration, loss or fear. It can be a positive force. Learn how to deal with anger at work.

- ◆ The effects of anger on our bodies and minds
- ◆ Some strategies for managing your own anger
- ◆ A four-step strategy for dealing with angry people

Assertiveness

- ◆ Identify aggressive, assertive and passive behaviours
- ◆ Practise assertiveness techniques
- ◆ Practise responding to criticism openly and assertively

Bereavement Awareness

- ◆ Stages of grief
- ◆ What helps and how to help
- ◆ Support and referring on

Creative Living

- ◆ A creative approach to exploring self awareness and personal potential
- ◆ Experience guided imagery and relaxation
- ◆ Various art materials will be used for self expression

Moving into Management

For new managers to reflect on the challenges of their role and essential management skills.

Handling Bad News

A workshop for anyone supporting recipients of bad news

- ◆ What is bad news?
- ◆ 10 step approach to giving bad news
- ◆ Applying theory to practice

People Skills for Managers

- ◆ Identify the qualities of a good manager
- ◆ Appreciate the vital role of emotional intelligence
- ◆ Practice dealing with angry or defensive colleagues
- ◆ Learn effective communication techniques

Stress Awareness

- ◆ Recognise symptoms of stress in yourself and others
- ◆ Identify some causes of stress
- ◆ Learn several practical stress buster techniques and strategies

Time Management

- ◆ Planning, prioritising and why we procrastinate
- ◆ Practical tips to be more efficient and effective
- ◆ Are you a time hawk or a time dove?

Valuing Diversity

Everyone has to deal with diversity. The challenge is to turn the differences between people to advantage rather than suffering them or merely tolerating them.

Know the benefits of valuing diversity

- ◆ Use differences to get better results and greater harmony
- ◆ Identify the key personal actions that will help you make a difference