

EMPLOYEE COUNSELLING

UNIT CODE: 0413 551 20A

TVET CDACC UNIT CODE: BUS/CU/HRM/CR/03/6/MA

Duration of Unit: 100 Hours

Relationship to Occupational Standards: This unit addresses the Unit of Competency: Provide employee counselling.

UNIT DESCRIPTION

This unit specifies the competencies required to Provide Employee Counselling. It involves Managing Employee Conflict, Providing Employee Support and Evaluating Performance Improvement.

Summary of Learning Outcomes

S/No	ELEMENTS	DURATION (HOURS)
1	Manage Employee	35
2	Provide Employee Support	35
3	Evaluate Performance Improvement	30
	Total	100

Learning Outcomes, Content and Suggested Assessment Methods

Learning Outcome	Content	Suggested Assessment Methods
1. Manage Employee Conflicts	1.1 Policies and procedure 1.2 Conflict identification 1.3 Conflict resolution techniques 1.3.1 Mediation 1.3.2 Consensus Building 1.3.3 Negotiation 1.3.4 Collaboration 1.3.5 Avoiding	• Practical assessment • Written assessment • Portfolio of Evidence • Third party report

Learning Outcome	Content	Suggested Assessment Methods
	1.3.6 Accommodation 1.4 Causes of employees conflicts 1.5 Conflict resolution procedure 1.6 Guidance and counselling procedure 1.7 Types of employees conflict	• Oral questions
2. Provide Employee Support	2.1 Wellness programs 2.1.1 Sensitization 2.1.2 Physical fitness 2.1.3 Health Insurance 2.1.4 Employee assistance programs 2.1.5 Wellness retreats 2.2 Work life balance initiatives 2.2.1 Flexible work arrangement 2.2.2 Remote work 2.2.3 Leaves 2.3 Resources for employee development 2.3.1 Training 2.3.2 Mentoring and coaching 2.3.3 Professional development plans 2.3.4 Opportunities for career progression 2.3.5 Benefits of employees support	• Practical assessment • Written assessment • Portfolio of Evidence • Third party reports • Oral questions

Learning Outcome	Content	Suggested Assessment Methods
3 Evaluate Performance Improvement	3.1 Employee performance gaps 3.2 Constructive feedback and coaching 3.3 Performance improvement plans	• Practical assessment • Written assessment • Portfolio of Evidence • Third party report • Oral questions

Suggested Methods of Delivery

- Demonstration
- Practical work by trainees
- Group discussions
- Role play
- Case study
- Assignments

Recommended Resources for 30 Trainees

S/No.	Category/Item	Description/ Specifications	Quantity	Recommended Ratio (Item: Trainee)
A	Learning Materials			
1.	Textbooks		5 pcs	1:6
2.	PowerPoint presentations	For trainer's use		
3.	Projector		1	1:30
4.	Whiteboard		1	1:30

5.	Report writing templates			
6.	Rolls flip charts		1	1;30
7.	Assorted color of whiteboard markers	For trainers Use		
B	Learning Facilities & infrastructure			
1.	Lecture/theory room		1	1:30
2.	Computer Laboratory		1	1:30
C	Consumable materials			
1.	Assorted whiteboard markers		30	1:1
2.	Internet connection		200 mbps	-
3.	Antivirus Software			-
4.	Printing Papers		Enough	-
5.	External storage media		1 tb	-
D	Tools and Equipment			
1.	Printers		2 pcs	2:30
2.	Computers	With Windows /Linux/Macintosh Operating System, Microsoft Office Software, Google Workspace Account, Antivirus Software	30pcs	1:1
3.	Mobile phones		10	10:30

References

1. Textbooks
2. E - learning resources

3. HRM Journals
4. Magazines