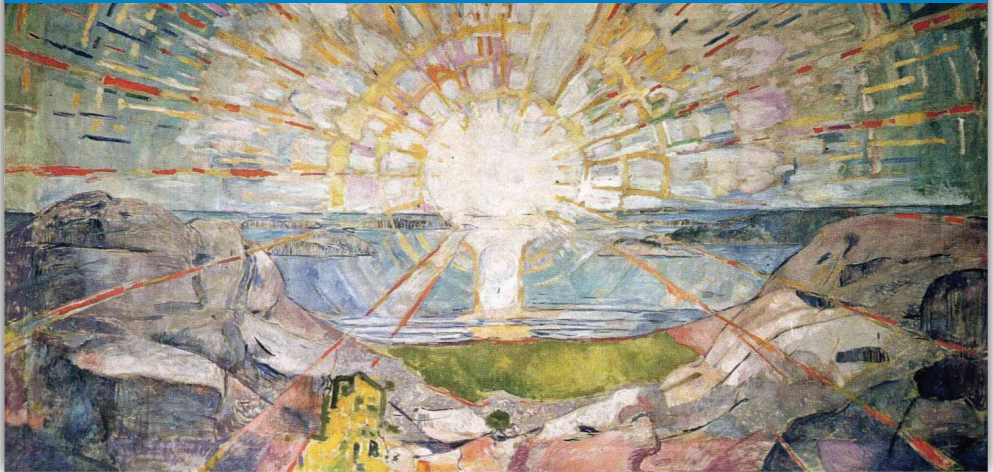


Counseling - Interpersonal and Self-Care Skills for Human Resource Professionals





Duration: 12 Weeks

Total hours: 36 hours (weekly 3-hour sessions)

Method: Presentations, group discussions, experiential case - based learning, role-plays

Target Audience: Human Resources personnel in the financial/banking sector, Maximum number of participants: 30

Course Description: This course is designed for Human Resource professionals who want to develop and/or hone their counseling skills in their communication with employees so that they can comfortably provide scientific research evidence - based responses while at the same time taking care of themselves as well as their organization in the process.



Expected Course Learning Outcomes

The course aims to enable participants to:

- Hone their skills for building a good relationship with the organization's employees
- Improve their empathic communication
- Improve their active listening skills
- Further develop and make effective use of their emotional intelligence
- Enable them to better manage challenging cases of employees
- Enable them to make basic necessary psychological assessments
- Enable them to protect Human Resources personnel against compassion fatigue and burnout
- Enable them to make essential case conceptualizations
- Enable them to make more effective use of their verbal and non-verbal communication and more accurately
- Interpret employees' communication
- Enable them to enhance and refine their interpersonal sophistication and apply emotional intelligence to their interaction with employees
- Enable them to effectively resolve interpersonal conflicts in the organization
- Enable them to cultivate compassionate care skills
- Enable them to apply shared decision making methods
- Enable them to integrate essential psychological and medical concepts to use in their everyday work, including better management of presenteeism and absenteeism
- Enable them to identify their personal strengths in communicating with employees and to explore best, individually suited counselling style/ theoretical orientation for optimum support of each specific employee

Certification: Each participant who successfully completes the course will be awarded participation certificate by the International Institute for Compassionate Care in a special celebratory ceremony.

Cost: TBD



Prof George Samoutis MD, PhD, CCT, PGCerHBE is a GESY personal physician and the Medical Director of Apostolos Loukas Medical Centre (www.apostolosloukas.org) and Chairman of the International Institute for Compassionate Care (www.symponesi.org).

He holds an MD, a PhD and a certificate of completion of training (CTT) in General Practice (Cyprus, UK, Greece). Moreover, he has completed a PGCert in Healthcare and Biomedical Education at St George's University of London. He is currently the Academic Lead for Clinical Placements (CS & T year MBBS4 and MD6) and General Practice Curriculum Lead for the St. George's University of London Medical Programme delivered in Cyprus by the University of Nicosia Medical School. Moreover, Prof. Samoutis is the Deputy Head of the Center for Primary Care and Population Health. He has designed the course for the Master in Family Medicine at the University of Nicosia Medical School in which he teaches in 3 modules (Evidence based Medicine, Multimorbidity, Research Methodology).

In the past he also taught as a visiting lecturer undergraduate students in Nursing and postgraduate students in the MSc in Health Management. His research focuses on primary & community healthcare, chronic disease management, healthcare quality improvement (i.e. implementation of electronic patient records, clinical guidelines/ clinical audit etc.). He is currently involved in an array of EU funded projects (FP7, Horizon 2020). Furthermore, Prof. Samoutis has been appointed as an international Associate of NICE (National Institute for Health and Care Excellence, UK). His research work has been published in refereed academic journals and international conference proceedings.

Prof. Samoutis serves currently on the editorial board of the Journal of Compassionate Health Care (BMC). George has designed and organized a 6 module interactive course on Compassionate Care for hospital nurses and physicians. The course is based on the experiential-learning educational theories and covers an variety of relevant topics i.e patient centredness, communication skills, therapeutic relationships, shared decision making, self compassion, conflict transformation etc. Moreover, George strongly supports the notion that compassionate care is the missing link between care based on best scientific evidence, and good, intuitive, person-centered, heartfelt relationships between carers and patients; thus, compassionate care can link these two to ensure optimum-quality healthcare. George is the managing director of the International Institute for Compassionate Care.



Andreas Anastasious is the Mental Health Department Director of Apostolos Loukas Medical Centre (www.apostolosloukas.org). He earned his Ph.D. in Counseling Psychology from the University of Pittsburgh, Pennsylvania, USA. He has worked as a psychologist in several settings in the United States including a Veteran's Affairs hospital, counseling centers, and state agencies. As Associate Professor at Mary Baldwin University in Virginia, USA, he served as chair of the psychology department for four years. Since his repatriation to Cyprus he has been teaching as an Associate Professor of Psychology at the University of Nicosia, where he served as Chair of the Social Sciences Department and lectured at the Saint George's of London Medical School at the University of Nicosia. He also served as Board member of the Cyprus Psychological Association. In addition, Andreas maintains a private practice in counseling psychology. His research interests include gender differences in the communication of empathy, conflict resolution, and multicultural issues. Andreas is member of the editorial board of the Journal for Compassionate Care. He is a founding member of the International Institute for Compassionate Care and has been providing educational psychological seminars to many businesses and organizations on all organizational levels.



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