



The elephant in the room

Janet Soma

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Workplace counselling and business referrals- an overview

- » Working with manager referrals for clients who are on sick leave or demonstrate performance or behavioural issues in the workplace
- » Provide successful outcomes for employer and employee
- » Referrals come from -
 - Occupational Health Practitioners
 - HR
 - Line managers



Business referral process

- » Manager obtains employee's informed consent for referral to a third party
- » The counsellor explains their role in supporting the client and feeding back to manager



Business referral process – employee information

- » Currently on sick leave or at work
- » Date Absence Began
- » RTW Date or Length of Absence Indication
- » Background Information: Management Contact: Adjustments and Modifications: Further Flexibilities: Duties: Any Other Relevant Information
- » Specific questions to be answered



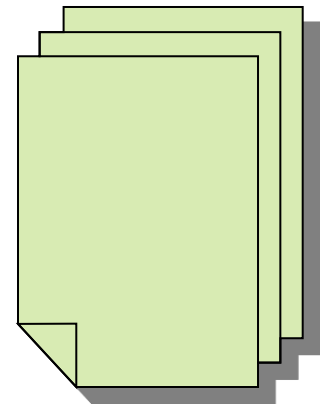
First session

- » The referral form signifies the employer in the room
- » The counsellor:
 - shares referral information with the client to promote transparency and openness
 - works with the client to address manager's issues and get client's point of view
 - discusses disclosure to manager and protects the client from over-disclosure of sensitive personal issues



The report

- » Description of relevant psychological / social / personal issues – what's going on for the client
- » Current capacity for work – fit, not fit, fit for accommodated duties
- » Outlook - use of workplace counselling to improve client's psychological wellbeing
- » Answers to specific questions - work through with client , they own what information is fed back



Summary

- » Business referrals can be a win – win situation
- » The employer funds an intervention to improve the employee's psychological wellbeing
- » The workplace counsellor provides a neutral and independent service to the employer and the employee
- » The employee has speedy access to the therapeutic process to support attendance and performance at work



Take home message

- » The elephant is a friend

