

What is Workplace Counselling?

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Workplace counselling is a confidential, short-term intervention, paid for by employers, and usually offered by an in-house service or through an Employee Assistance Programme (EAP).

Employee benefits

Workplace counselling services help to identify and address problems early. They can alleviate the psychological impact of negative work situations and keep employees working effectively and productively.

Employer benefits

Studies of the economic benefit of workplace mental health interventions, including our own undertaken by the Institute of Employment Studies (iES, 2018) consistently show positive results.

A recent report by Deloitte, *Mental health and employers: refreshing the case for investment* (2020) showed a return on investment ratio of 5:1. For every £1 an employer invests in mental health interventions they can expect at least a £5 return.

Employees accessing counselling return to work quicker, are more resilient, motivated and loyal to their employer. Despite this only a third of employees currently receive support to manage workplace stress.

The cost of workplace counselling

A typical annual EAP subscription cost is just £14 per employee for an organisation with 100 employees. While much larger organisations typically pay around £6 per employee (depending on the range, variety and cost of services selected).

Workplace counsellors employed within in-house services can often offer additional skills, including stress management training, coaching, mediation and post-trauma support.

Freelance workplace counsellors can provide 'as needed' local counselling from as little as £40 per hour session (depending on skills and experience).

Shorter waiting times

Employees with an EAP provision are accepted for treatment in an average of nine days, compared with the average NHS waiting time - of 64 days.

In addition, workplace counselling has treatment completion rates of around 80% and improvement and recovery rates of 70%.

Where can I find out more?

Visit our [Accredited services directory](#), an A-Z of services that meet our quality standards. BACP accreditation demonstrates that an organisation offers an ethical and professional counselling or psychotherapy service for clients, staff, volunteers and stakeholders.