

Telephone Counselling

Telephone counselling can provide a lifeline to employees with problems at work or in their home life. These can affect performance and motivation in the workplace and can lead to absenteeism and threaten general health and wellbeing. Even trivial issues can be distracting and destructive, but talking in confidence with a trained specialist can bring a sense of proportion to the source of stress and anxiety and allow the person concerned to find their own approach to a solution.

The helpline would be available 24 hours a day, 365 days a year.

Telephone counselling: The experienced counsellors offer expert professional advice and support on a huge range of issues including stress and family relationships, legal, debt, harassment, consumer issues. The service can also be extended to members of the employee's family if appropriate.

A telephone counselling can be an invaluable approach if face-to-face contact is not possible or unwanted, or it may lead to a meeting with a counselor if this is appropriate

The service can also be accessed via minicom, typetalk and e-mail. The service is enhanced by offering an interpretation facility for the callers preferred language.

Pre retirement course

This course strives to facilitate the participants to develop a positive attitude to retirement by considering the effect of this major change in their lives, addressing the negative aspects of it and celebrating the positive aspects, an important element in the management of change.

Course Objectives:

By attending this programme, participants would:

- Have considered social and personal issues relating to retirement
- Have considered opportunities for self-employment, further education, voluntary work as well as hobbies and interests
- Have increased awareness of the importance of planning a healthy lifestyle
- Have information and an understanding of State, Benefits, Superannuation and financial planning.

Who should attend?

Employees and possibly their spouses/partners who are within a few years of retirement, or those who have recently retired.

The facilitated workshops would cover each lifestyle aspect of retirement. The key benefit is that the workshops aren't just about passing information; the exercises and discussions assist participants to identify what is important to them personally and to identify the actions they need to take to ensure they enjoy and make the most of their retirement. As one participant said:

*.....along with the others attending the course, I found that I was being made to **THINK** about retirement, in all of its aspects, and challenged to question many of my pre-conceived ideas...*

Other examples of feedback comments from participants

- 'Tremendous value to me'

- 'Absolutely excellent. Packed with invaluable information'
- 'Most useful course I have attended in 32 years'
- 'Made me ask questions I didn't expect to ask'
- 'Opened up my mind to positives'
- 'Good insight into pitfalls'
- 'Interesting, thought provoking, valuable – even post retirement'
- 'A helpful structure to underpin the decisions I need to make'
- 'Helped us think together'
- 'Analysis tools very useful for my partner'
- 'Excellent. More content than I ever dreamt!!'
- 'Now confident to retire ASAP'
- 'Enjoyed it immensely'