

Course Name : Employee Counselling & Employee Happiness (ECEH)

Credits	3.0
Faculty Name	Prof. FM Sahoo
Program	MBA-HRM
Academic Year and Term	2019-2021: Term-V

1. Course Overview

Employee Counselling is a service offered by organizations to their employees. Counseling is a process of helping people to learn how to solve certain interpersonal, emotional and decision problems. Counsellors help their counsees to learn. The criterion for success in any counseling is real changes in behaviour on the part of the counsellee. Counselors are concerned that their counsees become independent problem solvers. Counselors are concerned with habit, changes that increase individuals' satisfaction with themselves. It could be anything from helping people choose a career option, becoming appropriately assertive or communicating more harmoniously with team members. Largely, counseling has been a "remedial approach". But recently there has been a slight change in emphasis, from remedial to "preventive".

Employee Happiness component of the Course would deal with well-being studies and their workplace application. Recently a large number of studies have been conducted to delineate the definition, contents, predictors (correlates), theories and interventions of happiness. The course would provide an understanding of these conceptual inputs along with their workplace implications. Emphasis would be placed on lifestyle changes and workplace designs.

2. Course Objectives

The course consists of two independents, yet interrelated, parts. Part 1 aims to improve participants' understanding of employees' personal and emotional difficulties. It helps them to develop the art of purposeful communication. The main processes of employee counseling involve : (1) change, (2) facilitation, and (3) efficiency. Part 2 of the course is geared towards providing an understanding of human happiness and dynamics of work-related well-being. The goal involves enabling participants to devise happiness-promotive factors in workplace.

3. Learning Outcomes

By the end of the course, students are expected to demonstrate :

- The ability to identify personal and emotional problems of target population
- The ability to conduct empathetic interview
- The ability to offer assistance (help) for problems overcoming adjustment
- The ability to identify well-being related factors in workplace.
- The ability to make use of happiness-promotive intervention.

4. Books and Reading Materials

Participants would be provided with a collection of reading materials. In addition, the instructor would provide study material with respect to each session.

5. Tentative Session Plan

Part 1 : Employee Counselling		
Session	Topic	Basic Issues Addressed
1	Introduction	* What is counseling? * Basic assumptions * Brief history * Frontiers of employee counseling
2	Psychoanalytic Approaches	* Sigmund Freud * Structure of Personality * The Unconscious * Free Association (Talk therapy)
3	Neo-Freudians & Post-Freudians	* Adlerian technique * Jung's collective unconscious * Erikson's View * Cultural School
4	Behaviouristic Model	* Learning principles * Situational analysis * Gradual desensitization
5	Cognitive Model	* Cognitive restructuring * ABCDE Model * Views of Ellis & Beck
6	Humanistic Model	* Positive view of man * Maslow * Rogers' nondirection counselling * Frankl's Logotherapy
7	Counselling Process	* Assumption * The Process * Counselling means
8	Skills of Counsellors	* Empathy/Listening skills * Communication * Ethics
9	Effective Interviewing	* Attending skills * Influencing skills * Integrating positive skills
10	Integration	* CB Model * Multi-modal method

* Impactfulness

Part 2 : Employee Happiness

11	Introduction	* Well-being & happiness define * Workplace well-being * Measure
12 & 13	Predictors (correlates) of Happiness	* Sociodemographic factors * Psychological factors
14 & 15	Explanation of Happiness	* Causal factors * Theories
16	Workplace Well-being	* Measurement * Antecedents * Consequences
17	Neuroscience of Happiness	* Brain studies * Neural correlates * Managerial implication
18	Happiness & Work design	
19	Work & Family	
20	Presentation	

6. Evaluation

- A. Quiz 10 + 10 = 20%
- B. Group Presentation = 15%
- C. Class Involvement = 10%
- D. End-Term Examination = 30%
- H. Personal learning Paper = 25%

Quiz : There would be two quizzes, each one consisting of objective type of questions.
Dates: Session 9 & 16

Group Presentation : During Session 19, each group would be required to present a topic allotted by lottery atleast one week prior to the presentation.

Class Involvement : Credit would be given on the basis of regularity of class attendance, participation and initiative.

End-Term Exam : Format of exam to be announced later.

7. Academic Integrity

Expected norms

- Regularity in class attendance & participation
- Timely completion of assignments
- Maintenance of classroom ambience

EMPLOYEE COUNSELLING & EMPLOYEE HAPPINESS

Course Objectives :

In recent years the issue of work-life balance has become a concern of pivotal importance. Due to multiplicity of nonwork roles, the problem of adjustment has been complicated in the workplace. This course is designed to help potential managers to effectively deal with problems of adaptation of employees. Apart from offering fundamental ideas relating to counseling, the course intends to help students to develop skills for providing help to employees in their adaptation. Personal, emotional and work-related adjustment problems are taken care of. The basic objective of the course is to train students to develop skills of offering help to distressed employees.

The happiness component of the course is geared towards the objectives of enhancing understanding of happiness process. In this context, attempts are directed towards helping participants to be familiar with conceptual inputs such as meaning contents and theories of happiness. More importantly, the purpose to assist, participants to devise happiness-boosting measures in the workplace.

Course Contents :

The fundamental principles of counselling constitute the core elements of the course. A distinction is made between clinical and counselling practice. The contents include discussions of various counselling models such as psychoanalytic, behavioural and cognitive frameworks. In addition, person-centered counselling and humanistic approaches are dealt with. Furthermore, the course contents include discussion of related skill-sets such as communication, interviewing and listening. The course is intended to be a guide-book for those managers who are called upon to assist problem-ridden employees in their organizations.

The content area of happiness studies is very broad. Drawing on the evidence from biological, sociological and psychological research, an empirical definition of human happiness is provided. It is followed by the discussion on predictors and correlates of happiness such as gender, age, personality, economic status and religious beliefs. A number of theories (telic judgement, association and so on) are explicated. Finally, directions are suggested towards making happiness-promotive changes in individual and organizational life.

Learning Outcomes :

At the end of the course students will

- Be able to understand adaptation problems of employees
- Be able to provide guidance for solution of adjustment problems
- Be able to communicate with and interview effectively
- Be able to understand the happiness process.
- Be able to change individual lifestyle and work design to boost happiness.