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Topic-Employee Counselling

The present time is very uncertain and it is very difficult to perform the task as per the requirements in different spheres of life. Personal life is full of struggle and a lot of efforts are put to meet the day-to-day needs of individual and life. Job opportunities are not much, inflation is very high, needs and expectations are increasing, and tough competition is being faced.

The situation becomes very difficult for everyone in present time. Counselling is very old in our society and with the present situation it has become necessary in different areas. In every-day life parents counsel their children, doctors counsel their patients, teachers counsel their students and supervisors counsel their subordinates for better working. Everyone is interested to solve the problems and live happily, perform better and get good results so that the life becomes prosperous.

For some of the jobs an individual is in a position to perform and meet the need of the self and dependent. Some of the needs are not fulfilled because the individual is not in a position to understand or perform due to lack of ability. He is under pressure due to various reasons. This situation continues and leads to stress and finally it adversely affects the individual psychology, health, performance and personal life.

Similarly, the situation prevails in an organisation and industry. The situation is very competitive due to globalization and entry of multinational companies in various markets. It is a matter of survival, growth and excellence in the business activities. Every organisation is trying its best to give better products, services and performance so that it can enjoy a better position in the business.

Most of the leading organisations have realized the importance of attracting, training, motivating and retaining highly skilled and committed employees to get a competitive advantage in the markets over their rivals. Employee counseling adds another feather in the cap of the organisation to do so. The importance of counseling due to this is going high day-by-day.

An employee counseling session is a meeting between the supervisor and the employee which may focus on a specific incident, a particular aspect of an employee's performance which the supervisor has identified as needing improvement, or the employee's overall performance or conduct.

The aim of counseling is to provide help and support to the employee during the difficult times of their lives to enable them to face problems and challenges successfully. It is generally conducted as a private face-to-face meeting between the employee and the counselor where the counselor attempts to understand the employee's problems and give him suggestions.

Employees may face problems in their personal or professional life which may start affecting their performance and work place behaviour. When a person faces some difficulties, his stress level would increase and start having a negative influence on his work performance.

Therefore, the need for employee counseling arises. The counselor counsels, guides, and advises the employee at times of need and help the employee to manage his issues effectively. The problems of the employee if not dealt with at the earliest may escalate into bigger disciplinary issues.

Thus, it is vital to address the behavioural problems and conflicts between the employees as soon as they are detected and control the issues at the very beginning. With the increasing incidence of stress in the modern employee's life more and more organizations are adopting counseling to retain their best employees and improve quality of their work life.

Employees may become frustrated and stressed due to personal or family problems, office politics, deadlines, targets, etc. This reduces their productivity greatly and also affects their team spirit and the overall work environment. Now-a-days, organizations have realized the importance of having a motivated and stress-free workforce.

Many companies have therefore made counseling a part of their corporate culture. In smaller organizations the manager may play the role of a counselor himself, while in bigger companies services of professional experts may be taken.

Every organisation is interested to perform better and before other organisation to avail better opportunities. The strategies are prepared to achieve the objectives more effectively and efficiently. For that purpose every employee is given the task

to perform for achieving the pre-decided targets. They try to do their best and despite of this they are not in a position to achieve the targets.

Most of the time on their job they are under pressure due to unrealistic targets or workload, constant pressure to meet the deadlines, career-related problems, responsibility and accountability, inter-personal conflicts with their peers, superiors and subordinates, problems in adjusting to the organisational culture, number of customers to increase and maintain, difficulties faced with new jobs and technology, fear of poor performance and losing the jobs, etc.

They are under pressure due to workload and not in a position to give proper time to their personal and family commitments. The individual comes under pressure and stress is created. This stress affects individual health, psychology, performance, family relations, etc.

The adverse effects of the stress are many on employees in their organisations. Finally the performance of employees, organisation, quality of products and services, profits, etc., goes down. It is not acceptable by the management in the present highly competitive situation.

This situation of employee is very critical and going to give multidimensional adverse effects. The management should not take chance to ignore this situation. If done so the organisation is to suffer, organisation cannot afford for this. The approach of the management should be proactive towards its employees. The interest of the management should be there to recruit, train, motivate and maintain the satisfied workforce.

For this purpose the problems of the employees should be looked into. The efforts should be there to find out the causes of the problems of employees and steps should be there for providing help. It can be done with the help of employees counseling to a good extent if timely actions are taken by the management.

Counseling is one of the mechanisms used by the management for human resource development. In prevailing situation, the importance of employees counseling is increasing. The future role of counseling would be more important too.