

## Coaching and Counselling: Similarities and Differences

Think of **coaching** in the workplace the same way you would think of coaching a soccer team. Sometimes players are in top form, sometimes not. Sometimes a player needs to enhance a skill, or develop in order to achieve a team goal. A coach wants to see a player develop, break some records, and see the team take first prize - whatever the competition.

Think of **counselling** as a way to deal with an individual's behaviour. If somebody's not the same person they were, struggling where they weren't previously; absent, sick/late often, forgetful, irritable – counselling may be more appropriate.

**Both deal with the individual**; both require incredible two-way communication and feedback skills. Both help minimise departmental costs and burdens.

**Counselling** forms a part of a good Employee Assistance Programme (EAP). When an organisation takes the paradigm shift from employee assistance to *Employee Wellness* – **coaching** becomes the more appropriate skill.

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**Briefly, some differences:**

<b>Coach's view of the individual</b>	<b>Counsellor's view of the individual</b>
<ul style="list-style-type: none"> <li>• Loaded with potential,</li> <li>• There's more to the individual</li> <li>• Reaching a new goal</li> <li>• You have the brain and the skills</li> </ul>	<ul style="list-style-type: none"> <li>• Hurting, broken, not-centred,</li> <li>• Something is missing</li> <li>• Dealing with a handicap</li> <li>• Can learn to deal with own shortcomings</li> </ul>
<b>Coach's approach</b>	<b>Counsellor's approach</b>
<ul style="list-style-type: none"> <li>• You're fully capable of achieving</li> <li>• "How do you think this can be overcome/achieved."</li> <li>• "Lets set some goals together."</li> <li>• "These achievements can be an example to others."</li> </ul>	<ul style="list-style-type: none"> <li>• "I'll be a helping hand."</li> <li>• "I can help you overcome."</li> <li>• "You need somebody to walk with you."</li> <li>• This personal conversation stays between the two of us."</li> </ul>
<b>Coach outlook</b>	<b>Counselling outlook</b>
<ul style="list-style-type: none"> <li>• You're doing OK, but you want to do exceptionally.</li> <li>• Coach is a objective peer</li> <li>• Concerned with measurable results</li> <li>• Let's break a record</li> <li>• Increased performance</li> </ul>	<ul style="list-style-type: none"> <li>• What problems are getting you down?</li> <li>• Counsellor is the expert</li> <li>• Concerned with individual's feelings</li> <li>• Lets get things back to normal</li> </ul>
<b>Individuals need coaching when</b>	<b>Individuals need counselling when</b>
<ul style="list-style-type: none"> <li>• Stuck in a rut and what to move on</li> <li>• What to grow or achieve reach new heights</li> <li>• Not feeling as if reaching full potential</li> </ul>	<ul style="list-style-type: none"> <li>• Finding it difficult to cope</li> <li>• Want to feel better, whole, happy, or get out of a low patch</li> <li>• Not quite feeling oneself</li> </ul>

For more information, or to get coaching skills working for your organisation, contact us now.

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