

# informatæch



HUMAN RESOURCES AND TRAINING | HRT-037

# Certificate in Workplace Counseling

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A photograph of three people in a meeting. A woman with dark curly hair is on the left, a man with brown hair is in the center, and another man is on the right. They are looking at a document. In the background, there is a whiteboard with a diagram titled 'FINANCIAL PLANNING CYCLE' and a bulletin board with sticky notes.

# Course content

## Why Attend

Employee wellbeing is a critical factor in organizational performance, productivity, and retention. Workplace stress, interpersonal conflicts, burnout, and personal challenges can significantly impact employee engagement and overall organizational effectiveness.

Workplace counseling provides a structured approach to supporting employees, improving mental wellbeing, and creating a healthier and more supportive work environment.

This programme is designed to equip HR professionals, managers, and people-focused roles with the essential skills to understand, support, and respond to employee emotional and psychological needs within the workplace context—while maintaining professionalism, boundaries, and organizational policies.

## Course Methodology

This programme is highly practical and interactive:

- Real-world workplace scenarios and case studies
- Role-playing and counseling simulation exercises
- Guided discussions on employee wellbeing challenges
- Practical communication and listening skill development
- Tools and frameworks for workplace support

## Course Objectives

By the end of this programme, participants will be able to:

- Understand the principles of workplace counseling and employee wellbeing
- Recognize signs of stress, burnout, and emotional distress
- Apply effective listening and communication techniques
- Support employees in a professional and ethical manner
- Manage sensitive workplace situations appropriately

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## Course Objectives

- Improve workplace relationships and communication
- Promote a positive and supportive organizational culture

## Target Audience

This course is suitable for:

- HR Professionals and HR Managers
- Line Managers and Team Leaders
- Employee Relations Specialists
- Occupational Health and Wellbeing Officers
- Supervisors and Department Heads
- Professionals responsible for employee support

## Target Competencies

Participants will develop competencies in:

- Active listening and communication skills
- Emotional intelligence and empathy
- Workplace counseling techniques
- Conflict management and resolution
- Employee wellbeing awareness
- Ethical handling of sensitive situations
- Supportive leadership and people management

## Course outline

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## Course outline

### Day 1: Introduction to Workplace Counseling

- Understanding workplace counseling concepts
- Role of counseling in organizational wellbeing
- Differences between counseling, coaching, and HR support
- Ethical boundaries and confidentiality
- Common workplace psychological challenges
- Creating a supportive work environment

### Day 2: Communication and Listening Skills

- Principles of effective communication
- Active listening techniques
- Building trust and rapport with employees
- Non-verbal communication awareness
- Handling difficult conversations
- Practical listening exercises

### Day 3: Understanding Employee Wellbeing Challenges

- Stress, burnout, and workplace pressure
- Emotional and psychological responses at work
- Identifying signs of distress
- Work-related vs personal issues in the workplace
- Supporting employees in sensitive situations
- Case study: employee wellbeing scenarios

### Day 4: Workplace Counseling Skills in Practice

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- Basic counseling approaches for workplace settings
- Supporting employees without diagnosing
- Managing emotional conversations
- Setting boundaries in HR and management roles
- Referral to professional support services
- Role-play: counseling conversations

### **Day 5: Building a Supportive Workplace Culture**

- Promoting mental health awareness at work
- Developing employee support systems
- Managerial role in employee wellbeing
- Preventing workplace stress and burnout
- Policies and frameworks for wellbeing support
- Final case study and action planning



# Seminar dates

## Available seminar dates

Live dates and pricing for Certificate in Workplace Counseling generated from the course details page.

Date	Location	Format	Fee
8 - 12 June 2026	Kuala Lumpur - Malaysia	Classroom	€2,250.-
6 - 10 July 2026	London - U.K	Classroom	€4,200.-
10 - 14 August 2026	Barcelona - Spain	Classroom	€4,250.-
31 August - 4 September 2026	Munich - Germany	Classroom	€4,250.-
14 - 18 September 2026	London - U.K	Classroom	€4,250.-
5 - 9 October 2026	Amsterdam - Netherlands	Classroom	€4,250.-
16 - 20 November 2026	Paris - France	Classroom	€4,500.-
7 - 11 December 2026	Munich - Germany	Classroom	€3,450.-
21 - 25 December 2026	London - U.K	Classroom	€4,250.-

### Live online option

Online delivery is available at €1,850.-.