



HUMAN RESOURCES AND TRAINING | HRT-037

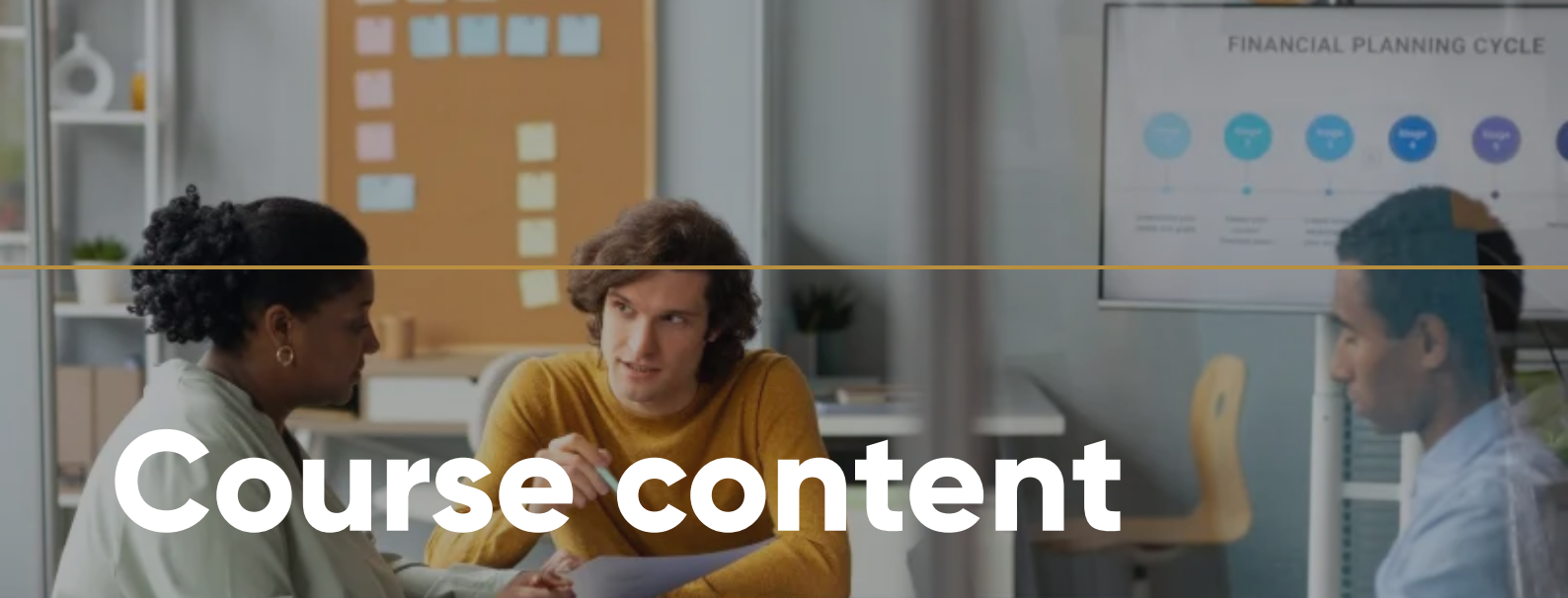
## Certificate in Workplace Counseling

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A photograph of three people in a modern office setting. A woman with dark curly hair is on the left, a man with curly brown hair is in the center, and another man is partially visible on the right. They are all looking at a document or screen. In the background, there is a whiteboard with a diagram titled 'FINANCIAL PLANNING CYCLE' showing five stages in colored circles.

# 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

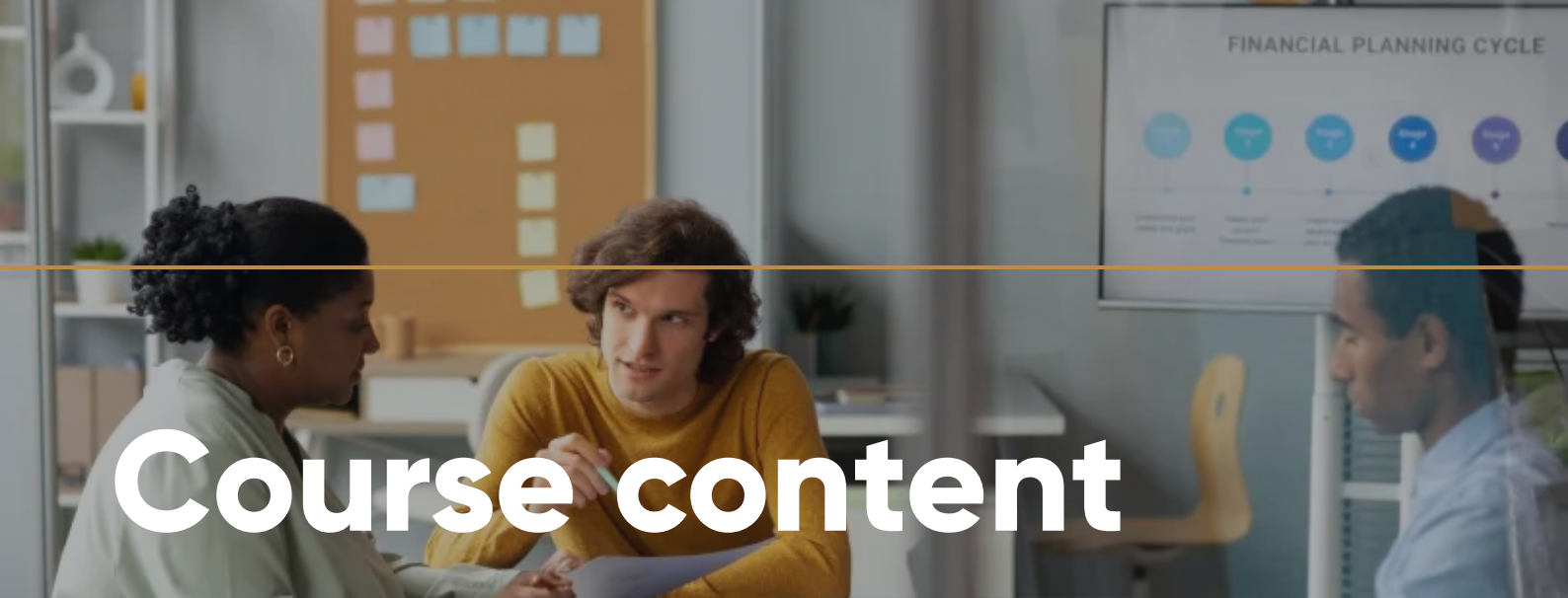
This programme is highly practical and interactive:

- 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 content

## Course Objectives

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

## Target Audience

This course is suitable for:

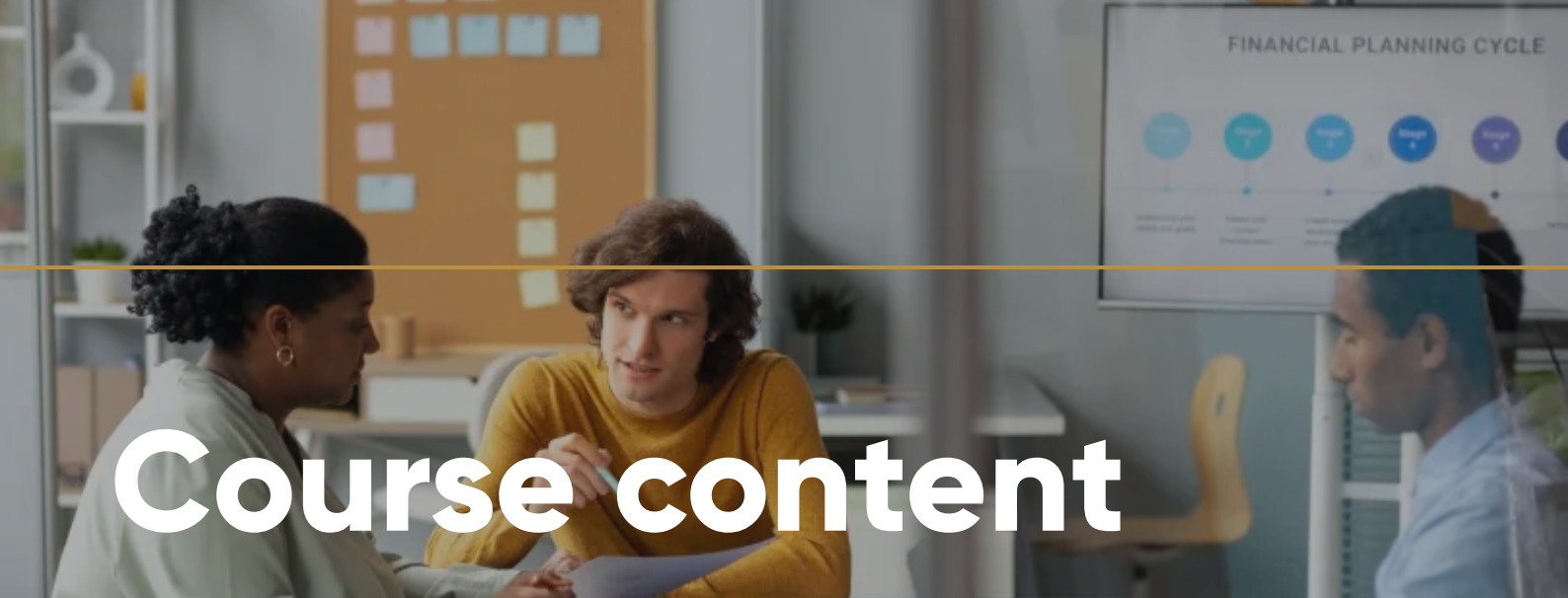
- HR Professionals and HR Managers
- Line Managers and Team Leaders
- Employee Relations Specialists
- Occupational Health and Wellbeing Officers
- Supervisors and Department Heads
- Professionals responsible for employee support

## 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 content

## 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

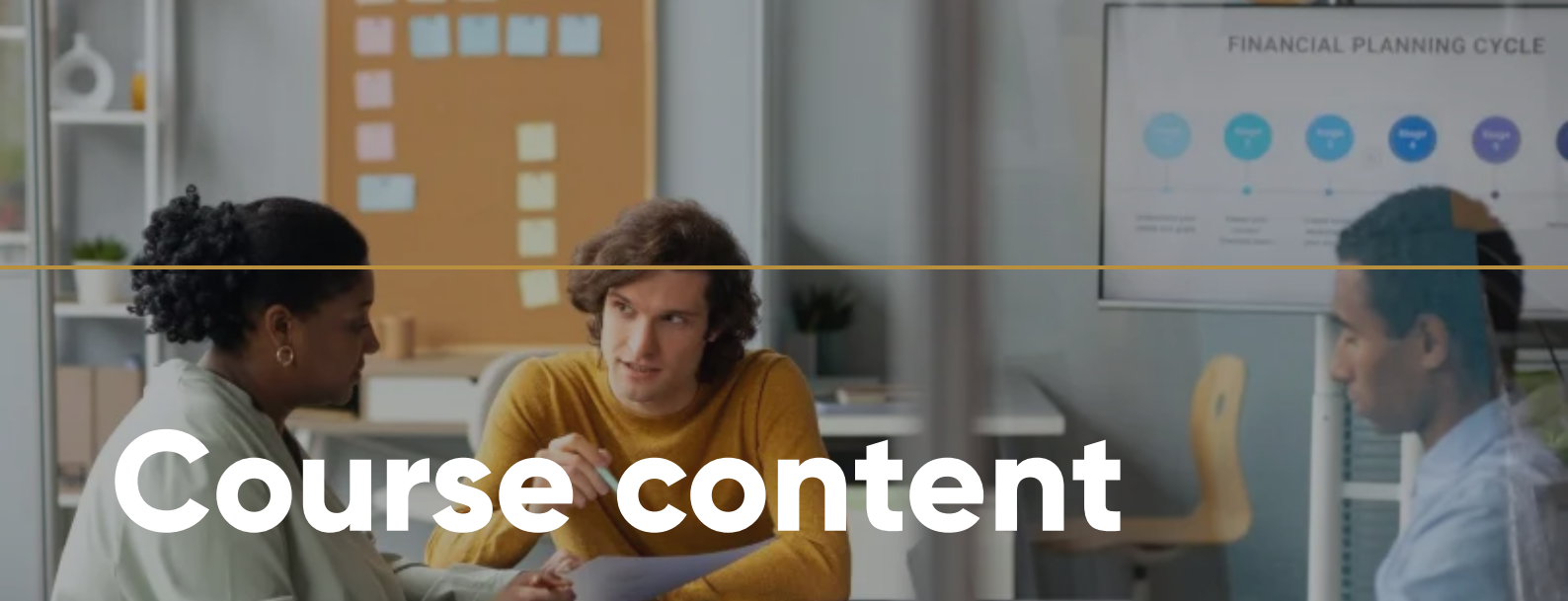
### Day 2: Communication and Listening Skills

- 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



# Course content

## Course outline

- 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      |
|------------------------|-------------------------|-----------|----------|
| 5 - 9 October 2026     | Amsterdam - Netherlands | Classroom | €3,400.- |
| 16 - 20 November 2026  | Paris - France          | Classroom | €3,600.- |
| 7 - 11 December 2026   | Munich - Germany        | Classroom | €2,760.- |
| 21 - 25 December 2026  | London - U.K            | Classroom | €3,400.- |
| 11 - 15 January 2027   | Kuala lumpur - Malaysia | Classroom | €1,800.- |
| 8 - 12 February 2027   | London - U.K            | Classroom | €3,360.- |
| 8 - 12 March 2027      | Barcelona - Spain       | Classroom | €3,080.- |
| 12 - 16 April 2027     | Munich - Germany        | Classroom | €3,400.- |
| 10 - 14 May 2027       | London - U.K            | Classroom | €3,360.- |
| 14 - 18 June 2027      | Amsterdam - Netherlands | Classroom | €3,400.- |
| 12 - 16 July 2027      | Paris - France          | Classroom | €3,600.- |
| 9 - 13 August 2027     | Munich - Germany        | Classroom | €3,400.- |
| 13 - 17 September 2027 | London - U.K            | Classroom | €3,360.- |
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