informatech

HUMAN RESOURCES AND TRAINING | HRT-037

Certificate in Workplace Counseling

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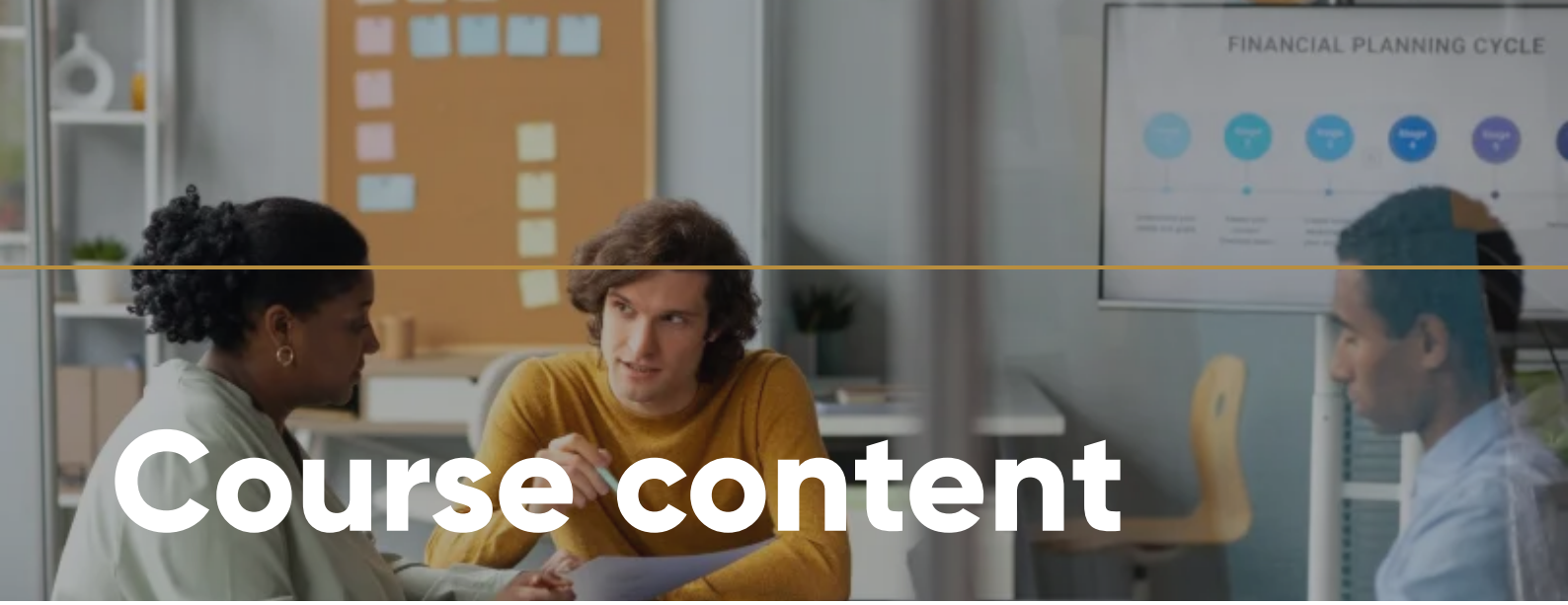


Course content

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

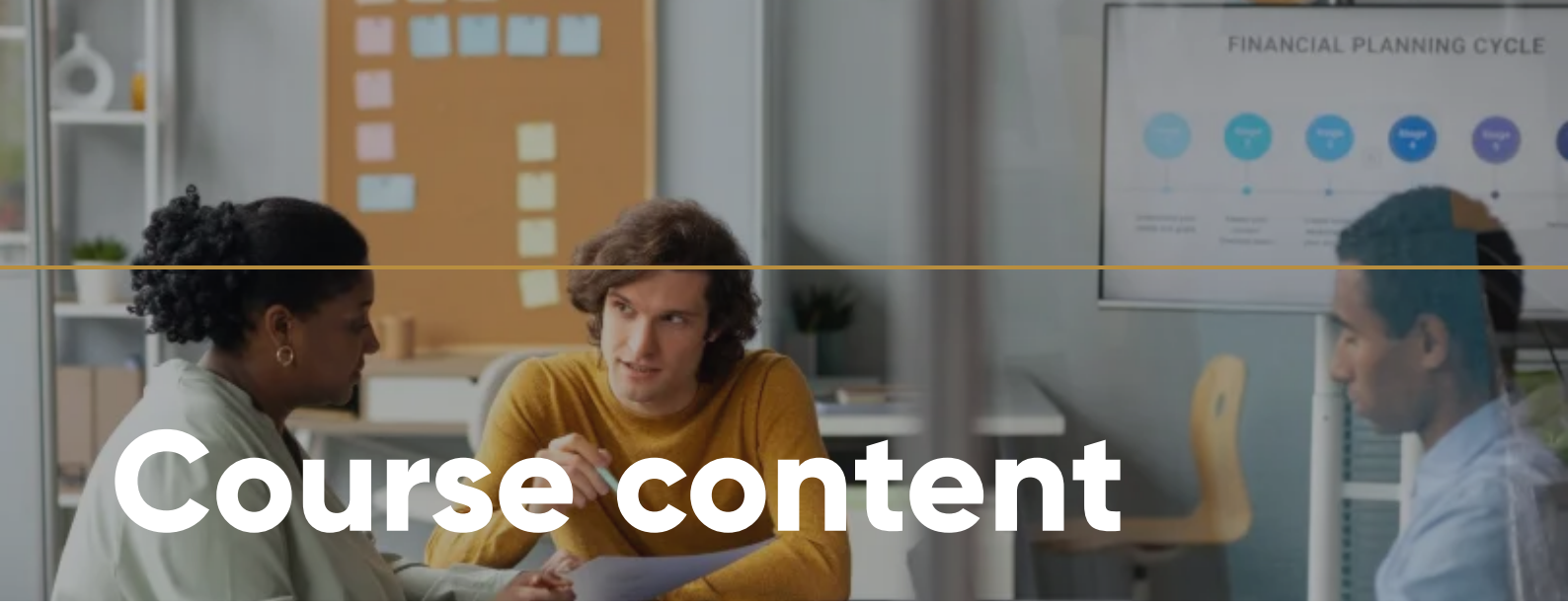
This programme is highly practical and interactive:

- 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



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

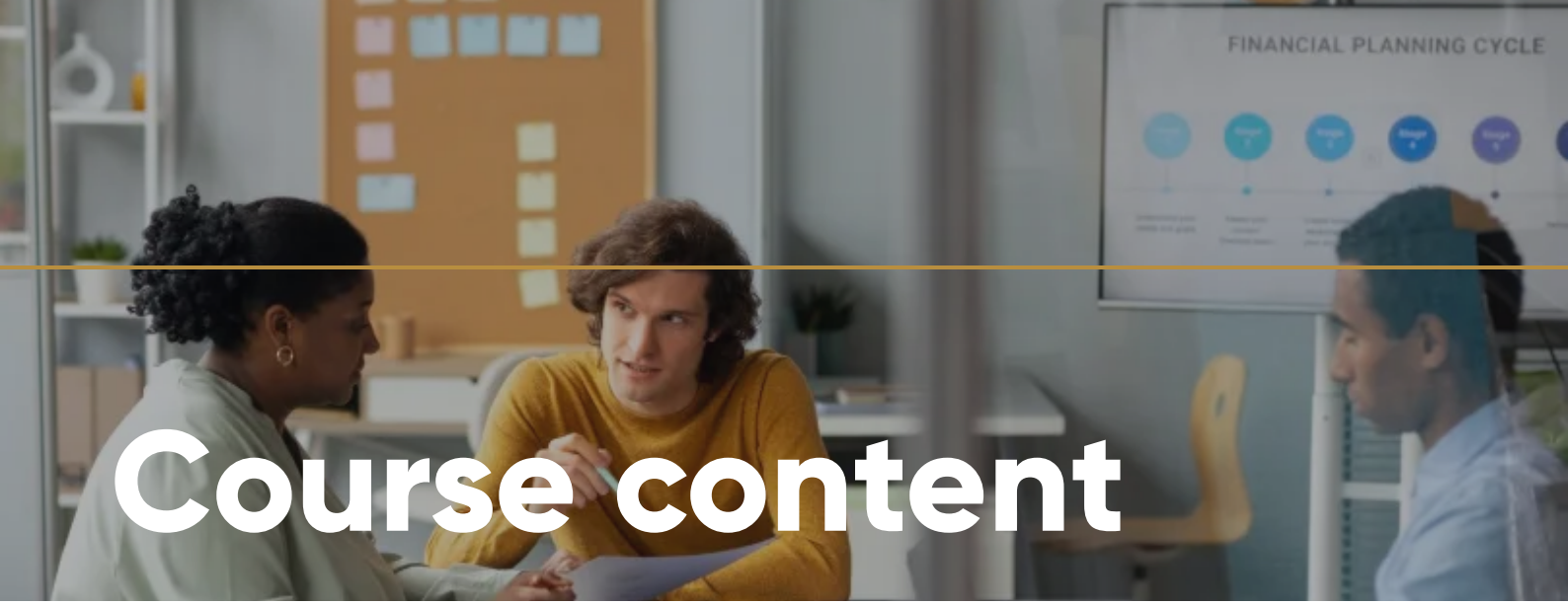
• Conflict management and resolution

• Employee wellbeing awareness

• Ethical handling of sensitive situations

• Supportive leadership and people management

Course outline



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

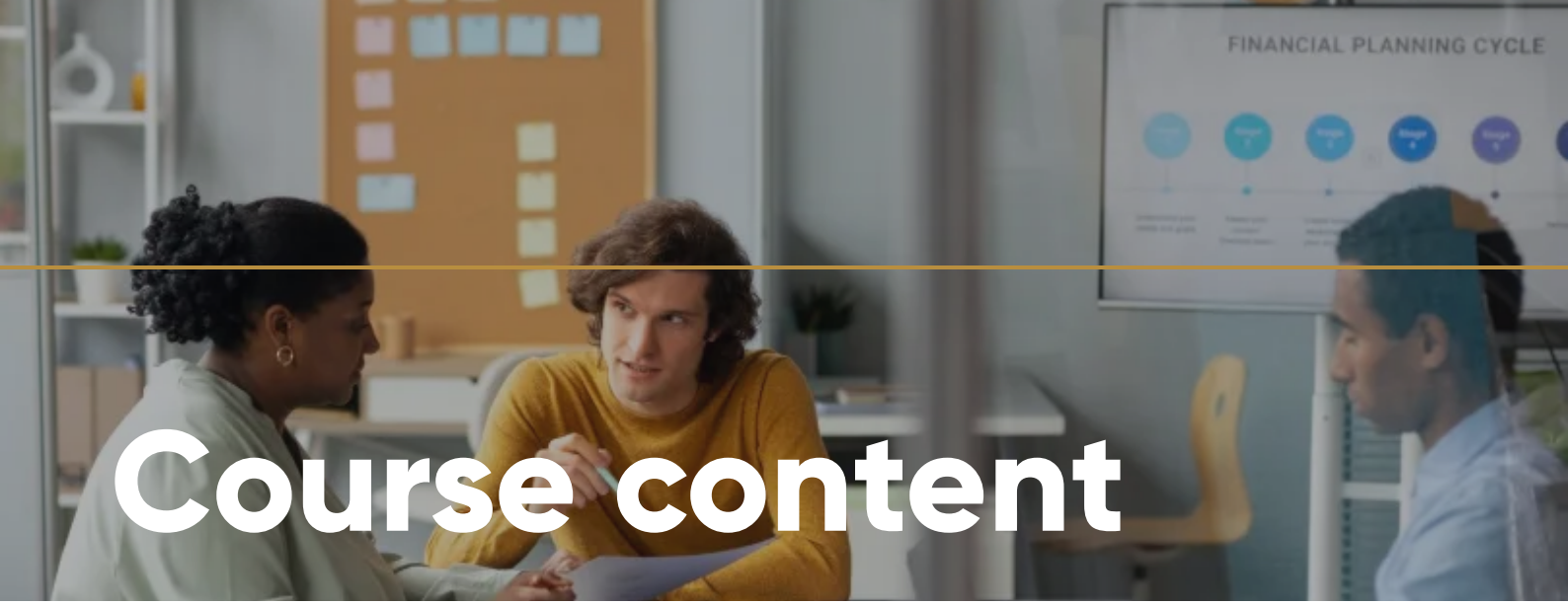
Day 2: Communication and Listening Skills

- 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



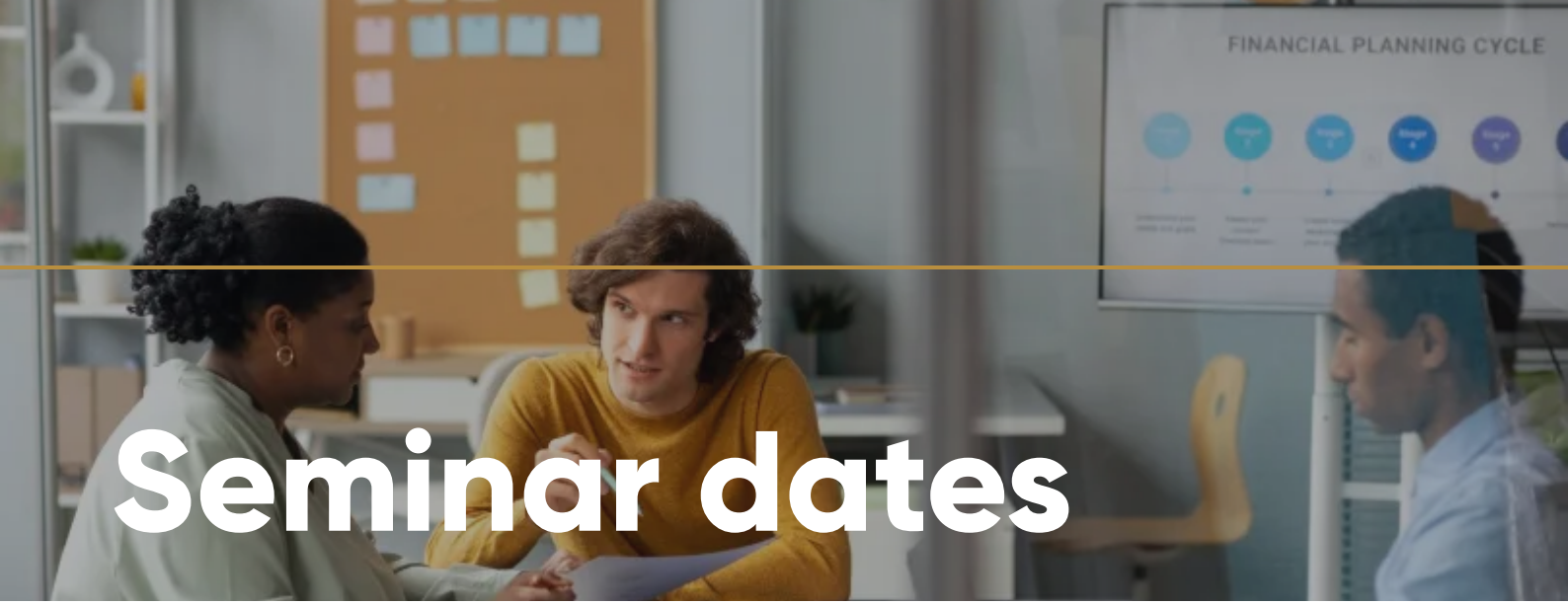
Course content

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
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.-**
11 - 15 October 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
8 - 12 November 2027	London - U.K	Classroom	**€3,360.-**
13 - 17 December 2027	Barcelona - Spain	Classroom	**€3,080.-**

Live online option	Online delivery is available at €1,850.-.