



*Training Course:  
Successfully Managing People at Work*

*3 - 7 February 2025  
Milan (Italy)*

## Training Course: Successfully Managing People at Work

Training Course code: HR3032 From: 3 - 7 February 2025 Venue: Milan (Italy) - Training Course Fees: 5500 € Euro

### Introduction

Why can't people just leave their problems at the front gate? People's problems can include work-related stress, marriage problems, lack of motivation, work Stress, long hours of work, turnover, under-staffing, nationalization, bullying, and job insecurity all impact an employee's health and performance. The cost to the employer can be enormous. No matter what industry you work in, stress at work can be a very real and overwhelming experience.

The amount of employees suffering from stress and stress-related illnesses is rapidly rising. More than half 53% of people at work have suffered stress in the past 12 months, while one in four people had taken time off sick through stress in the previous year, according to the latest research by the International Stress Management Association.

This program allows delegates to critically analyze their HR approach managing people problems in the workplace and put development plans in place to manage this vital workplace issue.

The ability to manage people's problems at work is a critical skill for all people managers and HR professionals.

- Understand people's problems at work
- Know how to motivate others
- Learn about workplace stress and best practice workplace interventions
- Introduce effective Employee Assistance Programs EAP
- Understand Post-Traumatic Stress Disorder PTSD

### Objectives

- To understand people's problems at work
- To identify and develop the critical skills needed for stress management
- To develop effective workplace interventions
- To understand how to motivate & counsel others
- To apply best practices in the management of employee problems

### Course Benefits

- Develop practical skills in people management

- Develop practical skills in trauma and crisis management
- Learn how stress affects an individual's mental health at work
- Actively identify and reduce stress in self and others
- Learn the skills and knowledge necessary to motivate others

## Course Results

- Reduced costs of stress at work
- Improved employee health, happiness & performance
- Improved employee commitment and engagement
- Staff trained to handle the crisis effectively
- Management of the economic impact on organizational, individual, and team performance

## Core Competencies

- Understanding of stress management theory & practice
- Apply effective stress management interventions in their workplace
- Able to implement an effective Employee Assistance Program EAP
- Understanding of PTSD and CISD
- Develop an effective motivation strategy

## Outlines

### Day 1

#### People's Problems at Work

- Introduction to Human Psychology
- Understanding people problems
- Ways of helping people
- Impact of work - performance issues
- Employee Assistance Programs EAPs

- Steps to Establish an EAP

## Day 2

### Understanding Stress

- What is stress? - Recognizing the physical and behavioral signs, Stress in the mind and body
- What contributes to workplace pressures?
- The impact of stress on personal performance - the positive and negative effects of stress
- The symptoms of short-term and long-term stress
- Stress management techniques
- Individual Testing: The major causes of stress at work and home

## Day 3

### Basic Counselling Skill

- What is communication?
- Techniques for interviewing/basic counseling skill
- Developing Active listening skills
- Understanding body language
- SOLER Techniques for counseling
- Motivational Coaching Techniques

## Day 4

### Understanding Motivation

- The Psychology of Motivation
- Motivation at work
- Team & Group Motivation
- Reward
- Case study: Absenteeism

## Day 5

### Critical Incident Stress CISD and Trauma Counselling

- What constitutes a traumatic event
- A Model for Workplace Trauma Management
- Policy, Plans, and Procedures
- Media Management, Preventive Training, and Information
- Debriefing & Grief Counselling
- Traumatic stress and Post-traumatic Stress Disorder

## Registration form on the Training Course: Successfully Managing People at Work

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
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