Global Horizon
TRAINING CENTER

Training Course:
Managing People at Work

28 June - 2 July 2027
Amsterdam (Netherlands)

Training Course:
Managing People at Work

Training Course code: PS1090 From: 28 June - 2 July 2027 Venue: Amsterdam (Netherlands) - Training Course Fees: 5775 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 on 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 in 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 to managing people's 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 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

Course Objectives

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

Target Audience

This program is designed for:

- HR professionals responsible for employee relations, welfare, and workplace well-being.
- Line managers and supervisors dealing with employee performance, stress, and behavioral issues.
- Occupational health and safety professionals focusing on employee mental health and stress management.
- Employee relations specialists and HR business partners involved in handling workplace challenges and conflicts.
- Managers and team leaders seeking to develop counseling, communication, and motivational skills.
- Professionals involved in designing or implementing Employee Assistance Programs EAPs.
- Individuals responsible for supporting staff during critical incidents, trauma, or high-stress situations.

Course Outlines

Day 1: People 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 at 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 Posttraumatic Stress Disorder

Registration form on the Training Course: 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

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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 3 Oudai street, Aldouki, Giza, Giza Governorate, Egypt.