



*Training Course:
Successfully Managing People at Work*

*14 - 18 September 2026
Kigali (Rwanda)*

Training Course: Successfully Managing People at Work

Training Course code: HR3032 From: 14 - 18 September 2026 Venue: Kigali (Rwanda) - Training Course Fees: 6350 € Euro

Introduction

Organizations today are increasingly affected by the human side of performance—stress, personal challenges, disengagement, and psychological pressures that employees bring into the workplace. Contrary to the outdated assumption that individuals can separate personal and professional lives, modern workforce dynamics demonstrate that **employee well-being is directly linked to productivity, engagement, and organizational sustainability**.

Rising levels of workplace stress, burnout, job insecurity, and interpersonal conflict have made it essential for HR professionals and managers to adopt **structured, proactive approaches to managing people-related challenges**. Issues such as absenteeism, turnover, underperformance, and low morale are often symptoms of deeper psychological and environmental factors.

This program provides a comprehensive framework for understanding and addressing these challenges through **stress management strategies, counseling techniques, motivation frameworks, and organizational interventions**, including Employee Assistance Programs EAPs and trauma response systems. Participants will gain practical tools to support employees effectively while maintaining organizational performance and stability.

Program Objectives

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

- Analyze and understand common **employee problems in the workplace**
- Identify early warning signs of **stress, burnout, and disengagement**
- Apply structured approaches to **stress management and intervention**
- Develop essential **counseling and communication skills**
- Implement effective **Employee Assistance Programs EAPs**
- Apply motivational strategies to improve employee performance and morale
- Manage workplace crises, including **trauma and critical incidents**
- Design policies and frameworks to support employee well-being

Target Audience

- HR Managers and HR Professionals
- Line Managers and Supervisors
- Employee Relations Specialists
- Organizational Development Professionals
- Team Leaders responsible for people management
- Anyone involved in managing employee well-being and performance

Program Outline

Day 1: Understanding People's Problems at Work

- Introduction to workplace psychology and human behavior
- Identifying common employee problems stress, personal issues, workplace conflict
- Impact of personal challenges on performance and productivity
- Role of HR and managers in supporting employees
- Introduction to Employee Assistance Programs EAPs
- Steps to design and implement an effective EAP

Day 2: Understanding Stress and Its Impact

- Definition and types of stress acute vs. chronic
- Physical, emotional, and behavioral signs of stress
- Workplace stressors workload, environment, leadership, job insecurity
- Impact of stress on performance and organizational outcomes
- Short-term vs. long-term stress consequences
- Practical stress management techniques individual and organizational
- Self-assessment: identifying personal and workplace stress triggers

Day 3: Counseling Skills & Effective Communication

- Fundamentals of workplace communication
- Introduction to counseling techniques for managers
- Active listening and empathy development
- Understanding and interpreting body language
- Application of **SOLER technique** in counseling Sit squarely, Open posture, Lean forward, Eye contact, Relax
- Conducting structured employee conversations
- Motivational coaching techniques

Day 4: Motivation and Employee Engagement

- Psychological theories of motivation intrinsic vs. extrinsic
- Drivers of motivation in the workplace
- Linking motivation to performance and retention
- Team motivation strategies and group dynamics
- Reward systems and recognition frameworks
- Case study: managing absenteeism and disengagement

Day 5: Managing Critical Incidents & Workplace Trauma

- Understanding critical incidents and traumatic events
- Introduction to Critical Incident Stress Debriefing CISD
- Workplace trauma management models
- Developing policies and response plans
- Communication and media handling during crises
- Grief counseling and emotional support techniques



- Understanding Post-Traumatic Stress Disorder and its workplace implications
- Building resilient organizational systems

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

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