



HUMAN RESOURCES AND TRAINING

Certificate in Workplace Counseling

Course code: HRT-037

SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

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.

Why Attend

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

Who Should Attend

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

— Learning Objectives

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

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

- 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

— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Amsterdam - Netherlands	€2,125
16 - 20 November 2026	Paris - France	€2,250
7 - 11 December 2026	Munich - Germany	€1,725
21 - 25 December 2026	London - United Kingdom	€2,125
11 - 15 January 2027	Kuala Lumpur - Malaysia	€1,400
8 - 12 February 2027	London - United Kingdom	€2,100
8 - 12 March 2027	Barcelona - Spain	€1,925
12 - 16 April 2027	Munich - Germany	€2,125

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.