

Scandinavian Academy
Training Center

Mobile | 00966536473335 : Mobile | 00966112695229 : Phone : 00966552365295
Email | info.en@scandinavianacademy.co Web site:https://scandinavianacademy.co/en :
Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

Course: Managing People at Work

Code	City	hotel	Start	End	price	Language - Hours
HT-475SA	Jeddah	Hotel Meeting Room	2027-04-04	2027-04-08	9950 SR	En - 25

The Course

Why can`t people just leave their problems at the front gate? People problems can include work related stress, marriage problems, lack of motivation, work Stress, long hours of work, turnover, under-staffing, nationalisation, 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 programme allows delegates to critically analyse 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 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)

The Goals

- 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

The Process

This Course will be presented in a highly interactive presentation style. Individual and group activities, will intersperse the sessions. DVD presentations will highlight the major teaching features. A variety of Practical Sessions and Role Plays, and group interaction are programmed into this Course. These sessions are most informative, inspiring, fun, and presented in a relaxing atmosphere, that is conducive to learning.

The Benefits

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

The Results

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

The 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

The Programme Content

Day One

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 Two

Understanding Stress

- What is stress? - Recognising the physical and behavioural 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 Three

Basic Counselling Skill

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

Day Four

Understanding Motivation

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

Day Five

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

The Scandinavian Academy for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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المملكة العربية السعودية - الرياض - حي الخليج - شارع الشيخ عبد العزيز بن عبد الرحمن بن بشر - 13223 - مكتب رقم 5
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