MERCURY

Successful People Management Course for Problems at Work

29 March – 2 April 2027
Milan (Italy)



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Ref: 1090_333064 **Date:** 29 March – 2 April 2027 **Location:** Milan (Italy) **Fees:** 6200 Euro

Introduction

In today's rapidly changing work environment, effectively managing people and workplace problems is invaluable, making this successful people management course an essential foundation for anyone looking to enhance their managerial competencies.

Why can't people leave their problems at the front gate?

People's problems can include work-related stress, marriage problems, lack of motivation, work stress, long work hours, turnover, under-staffing, nationalization, bullying, and job insecurity, all of which impact an employee's health and performance. The cost to the employer can be enormous. No matter your industry, stress at work can be an authentic 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 successful people management course allows participants to critically analyze their HR approach to managing people's problems in the workplace and develop plans to manage this vital workplace issue.

Managing people's problems at work is a critical skill for all people managers and HR professionals.

Training on How to Deal with Difficult Employees

When managing team dynamics, encountering difficult employees is inevitable. This successful people management course provides an in-depth look at strategies managers can employ to navigate these challenging situations effectively.

Training for Managers on How to Treat Employees

Managers must foster a positive work environment where employees feel respected and valued. This successful people management course highlights the best practices for managers to treat employees fairly, contribute to their professional growth, and maintain a productive workplace.

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Targeted Groups

- Managers
- Supervisors
- Team Leaders
- Human Resources Professionals

Course Objectives

By the end of this successful people management course, participants will:

- Develop practical skills in successful people management.
- Understand the complexity of people's problems at work.
- Apply best practices in the management of employee performance problems.
- Develop practical skills in trauma and crisis management.
- Identify and develop the critical skills needed for effective stress management.
- Learn how stress affects mental health at work.
- Understand posttraumatic stress disorder PTSD.
- Develop effective workplace interventions.
- Understand how to motivate and counsel others.
- Impart the skills and knowledge necessary to inspire and lead teams.
- Introduce effective Employee Assistance Programs EAP.

Targeted Competencies

- Management skills
- Stress management
- Crisis management
- Employee Assistance Program EAP
- PTSD and CISD
- Effective motivation strategy
- Counseling skills

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Course Content

Unit 1: People's Problems at Work

- Introduction to human psychology.
- Understanding people's problems.
- Ways of helping employees.
- Impact of people's problems on work performance.
- Employee Assistance Programs EAPs.
- Steps to Establish an EAP.

Unit 2: Understanding Stress

- What is stress?
- Recognizing the physical and behavioral signs of stress in the mind and body.
- What contributes to workplace pressures?
- Impact of stress on personal performance - the positive and negative effects of stress.
- Symptoms of short-term and long-term stress.
- Stress management techniques.
- Individual testing: significant causes of stress at work and home.

Unit 3: Basic Counseling Skills

- What is counseling?
- Techniques for interviewing/basic counseling skills.
- Developing active listening skills.
- Understanding body language.
- SOLER techniques for counseling.
- Motivational coaching techniques.

Unit 4: Understanding Motivation

- The psychology of motivation.
- Motivation at work.
- Team and group motivation.
- Rewards.
- Case study: absenteeism.

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Unit 5: Critical Incident Stress CISD and Trauma Counseling

- What constitutes a traumatic event?
- A model for workplace trauma management.
- Policy, plans, and procedures.
- Media management, preventive training, and information.
- Debriefing grief counseling.
- Traumatic stress and posttraumatic stress disorder PTSD.

People Management Skills Course Certification

Upon completing this successful people management course, participants will receive a people management certification, recognizing their enhanced ability to tackle complex personnel issues and confidently lead teams.

For new managers, this successful people management course also serves as a foundation for developing essential management training skills, including dealing with difficult employees, which can be particularly challenging without prior experience.