Burnout Prevention in Support Teams Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-paced, high-pressure work environment, support teams face unprecedented stressors that can lead to chronic burnout, decreased productivity, and high turnover rates. Organizations must proactively equip their teams with the tools, strategies, and resilience techniques to maintain mental health, engagement, and performance. Burnout Prevention in Support Teams Training Course leverages evidence-based approaches, practical interventions, and interactive learning methods to empower support staff to thrive under pressure while sustaining peak performance.

The course focuses on stress management, emotional intelligence, resilience building, and sustainable workload strategies. By integrating real-world case studies and actionable techniques, participants will learn to recognize early warning signs of burnout, implement self-care protocols, and foster a supportive team culture. This program is essential for any organization seeking to optimize employee well-being, reduce attrition, and enhance overall team effectiveness in high-demand support roles.

Programme Curriculum

Burnout Prevention in Support Teams Training Course

Introduction

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Course Duration

5 days

Course Objectives

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

1. Identify early signs and symptoms of burnout in support teams.
2. Apply evidence-based stress management techniques for high-pressure environments.
3. Enhance resilience and emotional intelligence to improve team dynamics.
4. Develop sustainable workload and time management strategies.
5. Implement mindfulness and self-care practices in daily routines.
6. Strengthen communication skills to foster supportive workplace relationships.
7. Reduce turnover and absenteeism through proactive burnout prevention.
8. Utilize conflict resolution strategies to manage team stress effectively.
9. Leverage data-driven approaches to monitor team well-being.
10. Promote a positive organizational culture that prioritizes mental health.
11. Integrate coaching and peer support mechanisms within teams.
12. Apply real-world case studies to prevent and manage burnout.
13. Measure and evaluate the effectiveness of burnout prevention initiatives.

Target Audience

1. Customer support team leaders and managers
2. IT helpdesk and technical support professionals
3. Call center supervisors
4. Human resources professionals
5. Employee wellness coordinators
6. Team coaches and mentors
7. Project managers handling high-stress projects
8. Organizational development specialists

Course Modules

Module 1: Understanding Burnout in Support Teams

- Definition and types of burnout
- Early warning signs and symptoms
- Risk factors in high-demand support roles
- Case study: A call center experiencing high attrition due to stress
- Impact of burnout on productivity and team morale

Module 2: Stress Management Strategies

- Mindfulness and meditation practices

- Breathing and relaxation techniques
- Time and priority management tools
- Case study: Implementing a stress reduction program in a technical support team
- Tracking stress levels with practical tools

Module 3: Building Emotional Intelligence

- Self-awareness and self-regulation techniques
- Empathy and social skills development
- Handling difficult customers and stressful interactions
- Case study: Improving team communication through EI training
- Emotional intelligence assessment and reflection exercises

Module 4: Resilience and Coping Mechanisms

- Developing personal resilience strategies
- Cognitive reframing and positive thinking
- Problem-solving under pressure
- Case study: Resilience coaching in a high-turnover support environment
- Creating individual and team resilience plans

Module 5: Sustainable Workload Management

- Delegation and task prioritization techniques
- Avoiding overcommitment and multitasking pitfalls
- Implementing SMART goals for support tasks
- Case study: Reducing burnout by redesigning workload distribution
- Balancing peak periods with recovery strategies

Module 6: Effective Communication and Conflict Resolution

- Active listening and assertiveness skills
- Handling team conflicts constructively
- Providing and receiving feedback
- Case study: Conflict resolution saving a team from burnout
- Techniques for maintaining open communication channels

Module 7: Wellness Culture and Organizational Support

- Creating a supportive workplace environment
- Wellness programs and mental health initiatives
- Peer coaching and mentorship benefits
- Case study: Building a culture of care in a multinational support team
- Policies to support work-life balance and prevent burnout

Module 8: Monitoring, Evaluation, and Continuous Improvement

- Metrics for assessing burnout and stress levels
- Continuous improvement strategies for team well-being
- Leveraging surveys and feedback loops
- Case study: Using employee feedback to reduce stress-related attrition
- Action plans for long-term burnout prevention

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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