Employee Assistance Programme (EAP) Training Course

Professional Development Training Course Outline

Category	Trade Unions	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Employee Assistance Programmes (EAPs) are strategic workplace wellness frameworks designed to enhance employee mental health, resilience, productivity, and organizational performance. In today's high-pressure work environments driven by hybrid work, digital transformation, and rising psychosocial risks, organizations require structured EAP systems to address stress management, burnout prevention, emotional wellbeing, and workplace conflict resolution. Employee Assistance Programme (EAP) Training Course equips professionals with practical competencies to design, implement, and evaluate effective EAP interventions aligned with modern workforce needs.

This programme integrates evidence-based practices in workplace psychology, occupational health, behavioral wellness, and employee engagement strategies. Participants will learn how to build a supportive organizational culture that promotes psychological safety, employee retention, crisis intervention, and performance optimization. The course emphasizes real-world application, case-based learning, and measurable outcomes that align EAP services with organizational KPIs and global best practices in mental health advocacy and corporate wellbeing transformation.

Programme Curriculum

Employee Assistance Programme (EAP) Training Course

Introduction

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Course Duration

5 Days

Course Objectives

1. Implement Employee Mental Health Support Systems
2. Develop Workplace Stress Management Strategies
3. Enhance Psychological Safety in Organizations
4. Design Employee Wellness and Resilience Programs
5. Apply Burnout Prevention Frameworks
6. Strengthen Workplace Conflict Resolution Mechanisms
7. Build Crisis Intervention and Trauma Support Systems
8. Improve Employee Engagement and Retention
9. Integrate Behavioral Health in HR Strategy
10. Promote Work-Life Balance Optimization
11. Establish Confidential Counseling Referral Systems
12. Measure Wellbeing KPIs and Productivity Metrics
13. Align EAP with Organizational Development Strategy

Target Audience

1. Human Resource Managers & HR Officers
2. Organizational Development Specialists
3. Line Managers & Team Leaders
4. Employee Wellness Coordinators
5. Occupational Health & Safety Officers
6. Corporate Counselors & Psychologists
7. Government & NGO HR Practitioners
8. Business Owners & Executive Leaders

Course Modules

Module 1: Foundations of Employee Assistance Programmes

- Evolution of EAP in modern workplaces
- Core principles of employee wellbeing
- EAP models (internal, external, hybrid)
- Confidentiality and ethics standards
- Integration with HR policies
- **Case Study:** A multinational company reduces turnover by 25% after implementing a hybrid EAP model.

Module 2: Workplace Mental Health & Psychological Safety

- Identifying mental health risks
- Building psychologically safe environments
- Early warning signs of distress
- Role of managers in mental health
- Reducing stigma in the workplace
- **Case Study:** A tech firm improves productivity after introducing mental health awareness campaigns.

Module 3: Stress, Burnout & Resilience Management

- Causes of workplace stress
- Burnout detection tools
- Resilience-building techniques
- Recovery and rehabilitation strategies
- Stress audit frameworks
- **Case Study:** A healthcare organization reduces absenteeism through resilience training programs.

Module 4: Counseling & Referral Systems

- Employee counseling frameworks
- Internal vs external referrals
- Confidential case management
- Crisis escalation procedures
- Documentation and reporting systems
- **Case Study:** A financial institution successfully manages employee trauma cases using structured referral pathways.

Module 5: Conflict Resolution & Workplace Mediation

- Sources of workplace conflict
- Mediation techniques
- Communication breakdown resolution
- Team dynamics improvement
- Negotiation strategies
- **Case Study:** A manufacturing company reduces labor disputes by 40% using structured mediation.

Module 6: Crisis Intervention & Trauma Response

- Workplace crisis identification
- Psychological first aid
- Post-trauma recovery planning
- Disaster response frameworks
- Critical incident stress management
- **Case Study:** An NGO supports staff after a field emergency using structured trauma counseling.

Module 7: Employee Engagement & Retention Strategies

- Drivers of employee engagement
- Linking EAP to retention
- Motivation and reward systems
- Organizational culture enhancement

- Feedback and listening systems
- **Case Study:** A retail chain improves retention by integrating EAP into employee recognition programs.

Module 8: Monitoring, Evaluation & EAP Analytics

- Key performance indicators (KPIs) for EAP
- Data-driven wellbeing decisions
- Employee satisfaction measurement
- ROI of wellness programs
- Continuous improvement models
- **Case Study:** A global firm demonstrates ROI increase through EAP analytics dashboards.

Training Methodology

- 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
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

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com