Employee Counseling for Shop Stewards 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

In today’s dynamic industrial relations environment, shop stewards are expected to perform far beyond traditional grievance handling roles. Modern workplaces demand emotionally intelligent union representatives who can address employee wellness, workplace conflict, mental health concerns, productivity challenges, psychosocial risks, and organizational transformation while promoting harmonious labor relations. The **Employee Counseling for Shop Stewards Training Course** equips participants with skills necessary for effective employee representation in high-pressure and diverse work environments. The course integrates contemporary labor trends such as employee engagement, mental wellness, psychological safety, trauma-informed support, workplace diversity, resilience management, and occupational stress reduction.

As organizations increasingly focus on employee wellbeing, workplace inclusivity, psychosocial support systems, and sustainable labor relations, shop stewards must become trusted workplace counselors and employee advocates. This highly interactive training empowers participants to confidently manage employee grievances, workplace harassment concerns, absenteeism issues, burnout, disciplinary matters, and interpersonal conflicts using ethical counseling approaches and modern labor relations practices. Through practical case studies, simulations, role plays, coaching techniques, and workplace scenarios, participants gain actionable skills that improve workforce morale, trust building, dispute prevention, employee retention, and organizational productivity.

Programme Curriculum

Employee Counseling for Shop Stewards Training Course

Introduction

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Course Duration

5 Days

Course Objectives

1. Apply modern employee counseling techniques in workplace environments.
2. Strengthen emotional intelligence and empathy skills for employee support.
3. Effectively manage workplace conflict resolution and mediation processes.
4. Address mental health and psychosocial workplace challenges professionally.
5. Enhance communication and active listening skills for labor relations.
6. Support employees experiencing stress, burnout, and workplace anxiety.
7. Promote psychological safety and employee wellbeing initiatives.
8. Handle grievances, disciplinary matters, and workplace disputes ethically.
9. Implement trauma-informed counseling approaches within organizations.
10. Improve employee engagement and trust-building strategies.
11. Facilitate workplace diversity, inclusion, and respectful culture programs.
12. Strengthen problem-solving and decision-making competencies.
13. Develop practical strategies for industrial harmony and workforce resilience.

Target Audience

1. Shop Stewards
2. Union Representatives
3. Human Resource Officers
4. Employee Relations Officers
5. Labor Relations Practitioners
6. Workplace Wellness Coordinators
7. Occupational Health and Safety Representatives
8. Supervisors and Team Leaders

Course Modules

Module 1: Fundamentals of Employee Counseling

- Principles of workplace counseling
- Roles and responsibilities of shop stewards
- Ethics and confidentiality in counseling
- Building employee trust and rapport
- Counseling process and documentation
- **Case Study:** Handling a confidential employee grievance involving workplace discrimination and emotional distress.

Module 2: Emotional Intelligence and Active Listening

- Understanding emotional intelligence at work
- Active listening and empathy techniques
- Managing emotions during conflict
- Building trust-based communication
- Non-verbal communication skills
- **Case Study:** Resolving tension between employees caused by communication breakdown and mistrust.

Module 3: Workplace Conflict Resolution and Mediation

- Sources of workplace conflict
- Conflict resolution models
- Mediation and negotiation techniques
- Managing aggressive behavior
- De-escalation strategies
- **Case Study:** Mediating a conflict between supervisors and unionized employees over workload allocation.

Module 4: Mental Health and Employee Wellbeing

- Workplace mental health awareness
- Identifying stress and burnout symptoms
- Counseling employees facing anxiety and depression
- Employee wellness programs
- Referral systems and support services
- **Case Study:** Supporting an employee experiencing burnout and declining productivity after organizational restructuring.

Module 5: Grievance Handling and Disciplinary Counseling

- Employee grievance procedures
- Counseling during disciplinary processes
- Fair hearing and procedural justice
- Documentation and evidence handling
- Workplace policy interpretation
- **Case Study:** Assisting an employee accused of misconduct while ensuring procedural fairness and emotional support.

Module 6: Diversity, Inclusion, and Workplace Respect

- Diversity and inclusion principles

- Preventing workplace harassment and bullying
- Gender sensitivity and equity
- Cultural competence in counseling
- Respectful workplace communication
- **Case Study:** Addressing allegations of workplace bullying and discrimination within a multicultural workforce.

Module 7: Stress Management and Resilience Building

- Workplace stress management techniques
- Building employee resilience
- Coping mechanisms and self-care
- Time management and work-life balance
- Creating supportive work environments
- **Case Study:** Helping employees manage stress during downsizing and operational uncertainty.

Module 8: Strategic Employee Advocacy and Industrial Harmony

- Strategic labor relations approaches
- Employee engagement and motivation
- Advocacy and representation skills
- Building collaborative labor-management relations
- Sustaining industrial peace and productivity
- **Case Study:** Facilitating constructive dialogue during wage negotiations to prevent industrial action.

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