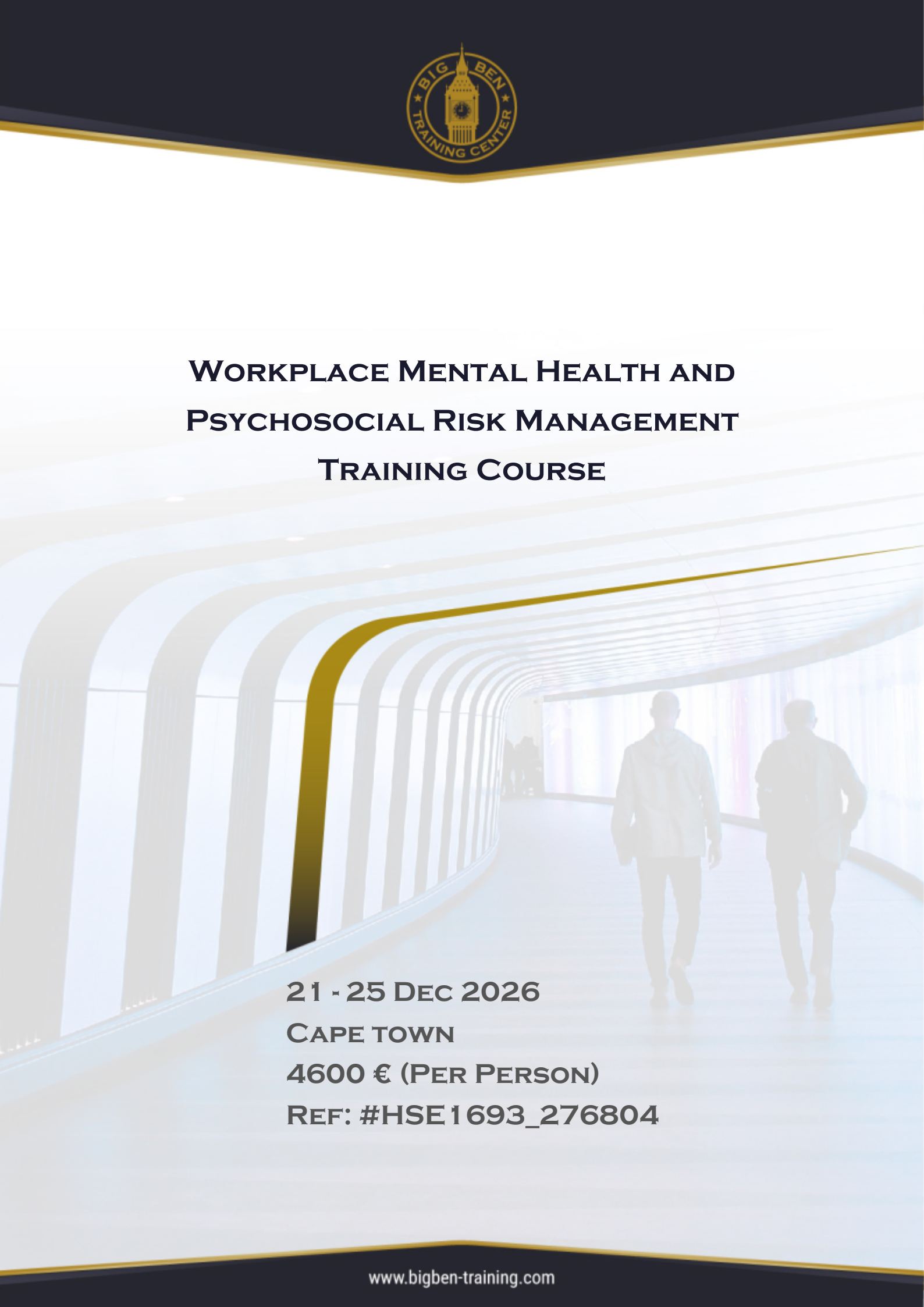
Workplace Mental Health and Psychosocial Risk Management Training Course



21 - 25 Dec 2026

Cape town

4600 € (Per Person)

Ref: #HSE1693_276804

Course Introduction / Overview:

The contemporary workplace is increasingly recognizing that psychological health is as vital as physical safety. Managing psychosocial risks is no longer a peripheral concern but a core business imperative for sustainable success and employee retention. This course provides a comprehensive framework for understanding, assessing, and managing factors at work that can impact an employee's mental wellbeing. Drawing on principles from organizational psychology and occupational health, the curriculum delves into practical strategies for creating a psychologically safe and supportive environment. As highlighted by experts like Sir Cary Cooper, a pioneer in the field of workplace wellbeing, proactive management of work-related stress is crucial for enhancing productivity and organizational resilience. This training program, offered by BIG BEN Training Center, moves beyond mere awareness to equip participants with tangible skills. It aligns with global best practices, including the guidelines in ISO 45003, the first international standard for managing psychosocial health and safety at work. Participants will learn to implement robust systems that not only mitigate risks like burnout and stress but also actively promote a culture of positive mental health, making their organizations employers of choice.

Target Audience / This training course is suitable for:

- Human Resources Managers and Professionals.
- Occupational Health and Safety (OHS) Specialists.
- Team Leaders, Supervisors, and Line Managers.
- Senior Executives and Department Heads.
- Employee Wellness and Wellbeing Coordinators.
- Union Representatives and Employee Advocates.
- Organizational Development Consultants.
- Anyone responsible for employee welfare and workplace culture.

Target Sectors and Industries:

- Healthcare and Social Assistance sectors.
- Education and Academic Institutions.
- Corporate and Financial Services.
- Technology and Information Communication.
- Manufacturing and Industrial Operations.
- Retail and Customer Service industries.
- Government agencies and public sector organizations.
- Non-profit and community service organizations.

Target Organizations Departments:

- Human Resources Department.
- Health, Safety, and Environment (HSE) Department.
- Senior Leadership and Executive Management.
- Operations and Line Management.
- Legal and Compliance Departments.
- Employee Relations and Engagement Teams.
- Training and Development Departments.

Course Offerings:

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

- Identify a wide range of psychosocial hazards in the workplace.
- Conduct comprehensive psychosocial risk assessments using established methodologies.
- Develop and implement effective control measures to mitigate identified risks.
- Foster a culture of psychological safety and open communication about mental health.
- Understand the legal and regulatory obligations related to workplace mental wellbeing.
- Design and promote organizational initiatives that support positive mental health.
- Respond effectively and supportively to employees experiencing mental distress.
- Measure the effectiveness of wellbeing programs and drive continuous improvement.
- Champion the business case for investing in a mentally healthy workplace.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can translate theoretical knowledge into real-world application. We move beyond traditional lectures to create a dynamic learning environment. The course heavily utilizes case study analysis of real organizations to explore successful and unsuccessful approaches to managing psychosocial risks. Participants will engage in collaborative group workshops to conduct mock risk assessments and develop intervention strategies for various scenarios. Interactive discussions and brainstorming sessions will encourage the sharing of experiences and best practices among peers. Role-playing exercises will be used to build confidence in handling sensitive conversations about mental health with empathy and skill. Participants will also work on developing a preliminary action plan for their own organizations, receiving constructive feedback from the instructor and peers. This blended approach ensures a deep understanding of the concepts and equips attendees with the practical skills needed to drive meaningful change in their workplaces.

Course Agenda (Course Units):

Unit One: Foundations of Workplace Mental Health and Psychosocial Risks

- Defining psychosocial risks and mental wellbeing.
- The link between workplace culture and psychological health.
- The business, legal, and ethical case for managing psychosocial hazards.
- Introduction to key frameworks and standards like ISO 45003.
- Understanding common mental health conditions and their workplace impact.
- Differentiating between pressure and stress.
- Exploring the role of stigma and how to combat it.

Unit Two: Identifying and Assessing Psychosocial Hazards

- Categories of psychosocial hazards (e.g., workload, control, support, role clarity).
- Proactive and reactive methods for hazard identification.
- Utilizing surveys, interviews, and focus groups for data collection.
- Conducting a systematic psychosocial risk assessment.
- Analyzing workplace data (e.g., absenteeism, turnover) to identify trends.
- Prioritizing risks based on severity and likelihood.
- Documenting findings for action planning and compliance.

Unit Three: Developing and Implementing Control Strategies

- The hierarchy of controls applied to psychosocial risks.
- Primary interventions (preventing harm) through job design and work organization.
- Secondary interventions (managing impact) through training and support.
- Tertiary interventions (supporting recovery) through EAPs and return-to-work programs.
- Developing a comprehensive workplace mental health policy.
- The critical role of leadership in championing and modeling healthy behaviors.
- Building a robust framework for psychological safety.

Unit Four: Fostering a Supportive and Resilient Workforce

- Training managers to have supportive conversations about mental health.
- Promoting mental health literacy across the organization.
- Strategies for building individual and team resilience.
- Effective communication and conflict resolution skills.
- Promoting work-life integration and healthy work habits.
- Recognizing the signs of burnout and implementing preventative measures.
- Leveraging Employee Assistance Programs (EAPs) effectively.

Unit Five: Monitoring, Review, and Continuous Improvement

- Establishing key performance indicators (KPIs) for mental wellbeing initiatives.
- Methods for evaluating the effectiveness of interventions.
- The process of reviewing and updating policies and procedures.
- Investigating and learning from psychosocial incidents.
- Creating a sustainable culture of continuous improvement.
- Communicating progress and successes to stakeholders.
- Integrating psychosocial risk management into the overall OHS system.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

Beyond policy implementation, how can an organization authentically embed psychological safety into its core cultural DNA?

What unique qualities does this course offer compared to other courses?

This training course distinguishes itself through its holistic and systemic approach, moving beyond surface-level awareness to a deep-seated strategic implementation. While many courses focus solely on individual coping mechanisms or basic mental health first aid, this program is built on the robust framework of organizational risk management, aligning closely with the principles of the global ISO 45003 standard. The curriculum emphasizes primary prevention, teaching participants how to redesign work, roles, and environments to prevent psychosocial harm from occurring in the first place, rather than simply reacting to it. A significant focus is placed on the role of leadership and management, equipping them with the practical skills to build psychologically safe teams and handle sensitive issues with competence and empathy. The course content is grounded in academic rigor but delivered through highly practical, interactive methods like case studies and action planning workshops, ensuring that participants leave not just with knowledge, but with a clear, actionable roadmap for implementing change within their specific organizational context. It uniquely integrates the "what," the "why," and the "how" of creating a truly thriving workplace.