

MANAGING MENTAL HEALTH AND WELLBEING AT THE WORKPLACE

COURSE DETAILS

The pandemic has undoubtedly affected people's mental and behavioral health, no one is untouched, either directly or indirectly, by mental health issues. Even before the pandemic, many suffered stress, anxiety, or substance-use disorder. Not surprisingly that figure has risen sharply during the long, stress-inducing COVID-19 health crisis. This reminds us of the need to scale up quality mental health services at the workplace. This program provides leaders insights on mental health issues, dive deeper into key topics such as stressors and coping mechanisms. You will also explore intervention strategies and design a better mental health future for employees by prioritizing communicating and supporting wellness at the workplace.

TARGET GROUP

This course is designed for: Human Resources, Marketing, Sales, Financial, Accounting, Technology, Operations, Back Office, Call Centre, Customer Support/Service/Retention/Experience, People Managers and Team Leaders.

Industry: Financial Services, Banking, Retail, Automotive, Hospitality, Technology/Media/Telecommunications, Insurance, Travel/Logistics/Transport, Public Sector

INSTRUCTOR ELISABETH KESTERLIAN-CORPORATE TRAINER

Elisabeth is a holder of a bachelor's degree in business administration and joined Reuters/Thomson Reuters Nicosia in 2007. She launched her first Customer Service Six Sigma project in 2013 through Siebel CRM to reduce responsiveness time to customers in Financial Services, FTSE London and MSCI. In 2016, she played a key role in migrating to the new generation Salesforce software solution, Service Cloud, and continued her journey with several projects in Data Quality Management with BlackRock, MSCI and HSBC. In 2017, Elisabeth refocused and empowered frontline teams in different locations to shift from a Service to an Experience mindset and eventually launched the first Experience Pulse project within Content Customer Operations team globally, leading and improving Net Promoter Survey (NPS) scores with key clients such as STOXX, MSCI, FTSE/LSE, JPMorgan, and others. As an advocate for great Customer Experience in Cyprus, Elisabeth continues her journey as a corporate trainer of professional development courses. She recently joined the Cyprus Mail and is also contributing to Cyprus 4.0, the fourth Industrial Revolution, a paradigm created by McKinsey Consultants and the World Economic Forum.

TOPICS TO BE COVERED

- Mental Health Definition
- Influencing Factors
- Stress & Myself
- Warning signs and causes of stress
- Stressors
- Peak Performance Indicator
- Coping Mechanisms
- Body: Sleep, Physical Exercise, Nutrition
- Mind: Meditation, Introspection, perspective
- Spirit: Purpose, Renewal, Connection
- Managing Mental Health in the Workplace
- Integrated Intervention Strategies
- Five ways to design a better Mental Health future for Employees
- Priority, Support, Communication, inclusive work culture and measure and meet the need



DATES & VENUE

NICOSIA
CYPRUS COLLEGE
20/05 FRIDAY
9.00-16.00
€130 + VAT

DISCOUNTS ARE AVAILABLE FOR MULTIPLE REGISTRATIONS FROM THE SAME ORGANIZATION.

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DELIVERY METHOD
FACE-TO-FACE

PLEASE NOTE THAT DUE TO THE COVID-19 PANDEMIC, IN-PERSON PROGRAMS MAY SHIFT TO VIRTUAL FORMAT

LANGUAGE OF INSTRUCTION
ENGLISH