



Workplace Counselling Essentials

16 December 2025 | 9.00AM - 5.00PM | MEF Academy Training Centre, PJ

The Workplace Counselling Essentials

training provides a solid foundation for addressing mental health issues as well as misconducts at work. It starts with identifying and addressing signs of declining mental health including anxiety, burnout as well as long term disorders and/or behavioral concerns among colleagues. This allows participants to take proactive steps to support the well-being of others by incorporating subtle yet effective counselling techniques which can be utilized in a professional setting.

The course further explores various communication styles and their lasting impacts on workplace interactions. Finally, it covers crisis intervention & managing difficult conversations, thus equipping participants with the skills required to handle tense situations and sensitive discussions with care.

Who Should Attend

- HR Professionals
- Managers & Team Leaders
- Learning & Development Personnel
- EAP Providers

Learning Outcomes

1. Detect early signs of stress, burnout and other mental health related issues at the workplace
2. Apply relevant counselling techniques to support colleagues in a respectful and empathetic manner
3. Understand and adapt to various communication styles to improve workplace communication and reduce misunderstandings
4. Confidently manage crisis and challenging conversations using practical strategies to de-escalate the situation

RM 1,100

(Price Inclusive of 8% SST)

HRDC Claimable Course

Course Registration



<https://forms.office.com/r/yJbTG0BQ37>



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Course Structure

Time	Agenda
8.30AM	Registration
9.00AM	Course Introduction + Ice Breaking
9.30AM	Topic 1: Identifying & Addressing Workplace Mental Health Issues
10.45 AM	Morning Break
11.00 AM	Topic 2: Mastering Workplace Counselling
12.30 PM	Lunch Break
1.30PM	Topic 3: Understanding Communication Styles
3.00 PM	Tea Break
3.30 PM	Topic 4: Crisis Intervention & Managing Difficult Conversations
4.30 PM	Summary + Q&A Session
5.00 PM	Session Ends

Trainer Profile



Kent Loh

(KB10016, PA09646)

Mr. *Loh Kok Cheong (Kent)* is an accomplished mental healthcare practitioner with over a decade of experience in the field of psychology, counselling and corporate wellness. He is a licensed counsellor under Lembaga Kaunselor Malaysia (LKM) and a HRDC accredited trainer. Mr. Loh has a strong background working in both public and private sectors as an educator, in-house counsellor, motivational speaker and trainer. Throughout his career, he has been committed to driving growth and excellence whilst advocating for a positive workplace culture. His proficiency includes conflict resolution, stress management and conducting wellness programs at an organizational level. Currently, Mr. Loh is focused on cultivating a healthy, safe and supportive work environment where employees can shine and organizations can meet their strategic goals.



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