Garnet
Garnet Global Training Center

GGT-PS-122

Workplace Psychology & Behavioural Science

Emotional Resilience for Frontline Staff

المرونة العاطفية لموظفي الخطوط الأمامية

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Emotional Resilience for Frontline Staff turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. Apply behavioural science to motivation, decisions, safety and wellbeing at work. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Apply the methods and standards of Emotional Resilience for Frontline Staff to real tasks.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.
- Follow safe, compliant and documented work practices.

Who should attend

HR and L&D professionals, managers, safety leaders and organisational development teams. Practitioners with one to five years of experience benefit most.

Key topics

- How people decide
- Motivation and engagement
- Behaviour change methods
- Assessment tools
- Wellbeing at work
- Ethics in applied psychology

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Emotional Resilience for Frontline Staff: principles and standards

- Wellbeing at work
- Measurement and reporting

Day 2 Methods and tools in practice

- Ethics in applied psychology
- How people decide

Day 3 Diagnosis and problem solving

- Motivation and engagement
- Hands-on workshop on a workplace challenge

Day 4 Quality, safety and documentation

- Behaviour change methods
- Common mistakes and how to avoid them

Day 5 Workshop, assessment and action plan

- Assessment tools
- Regional and international case studies

10-day outline

Day 1 Emotional Resilience for Frontline Staff: principles and standards

- Wellbeing at work
- Measurement and reporting

Day 2 Methods and tools in practice

- Ethics in applied psychology
- How people decide

Day 3 Diagnosis and problem solving

- Motivation and engagement
- Hands-on workshop on a workplace challenge

Day 4 Quality, safety and documentation

- Behaviour change methods
- Common mistakes and how to avoid them

Day 5 Workshop, assessment and action plan

- Assessment tools
- Regional and international case studies

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Checklists and templates to take away

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Group discussion and peer review

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
1–5 Feb 2027	5-day classroom	Geneva	English	4,750
8–12 Mar 2027	5-day classroom	Vienna	English	4,750
13–24 Sep 2027	10-day classroom	Abu Dhabi	Arabic	8,950
1–5 Nov 2027	5-day online	Live online	Arabic	2,950
21 Feb – 3 Mar 2028	10-day classroom	Dubai	Arabic	8,950
10–14 Apr 2028	5-day classroom	Vienna	English	4,750
4–15 Sep 2028	10-day online	Live online	Arabic	5,450
16–20 Oct 2028	5-day classroom	Istanbul	English	4,750
2–6 Jul 2029	5-day classroom	Abu Dhabi	Arabic	4,750

Dates	Format	City	Language	Fee (USD)
13–17 Aug 2029	5-day classroom	Paris	English	4,750
16–27 Sep 2029	10-day classroom	Kuwait City	Arabic	8,950
15–19 Oct 2029	5-day online	Live online	English	2,950
21–25 Jan 2030	5-day classroom	Kuala Lumpur	English	4,750
6–10 May 2030	5-day classroom	Barcelona	English	4,750
16–27 Sep 2030	10-day classroom	Geneva	English	8,950
18–29 Nov 2030	10-day online	Live online	Arabic	5,450

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/