

Course : Supporting caregivers in the workplace: the key role of HR and managers

Maintaining individual and collective balance

Practical course - 2d - 14h00 - Ref. ADG

Price : 1590 CHF E.T.

NEW

More and more employees are combining their professional lives with the role of family carer, with often invisible impacts on their performance, health and working atmosphere. This training course enables managers and HR professionals to gain a better understanding of the issues involved in caring for a family member, spot the warning signs, adopt a respectful and proactive stance, and put in place concrete tools to support the employees concerned, while preserving the collective balance.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Identify caregiving situations and their professional impact with discernment
- ✓ Adopt a respectful, non-intrusive and supportive management style
- ✓ Mobilizing legal, organizational and relational levers to support employee caregivers
- ✓ Prevent risks of overload, isolation or disengagement
- ✓ Create an inclusive team dynamic, without penalizing non-involved employees

Intended audience

Any manager, HR or company employee responsible for supporting an employee caregiver.

Prerequisites

No

PARTICIPANTS

Any manager, HR or company employee responsible for supporting an employee caregiver.

PREREQUISITES

No

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.

- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.

- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

Practical details

Hands-on work

Illustrated theory, video presentations, quizzes, analysis and role-playing, peer-to-peer exchanges, sharing of tools adapted to these situations.

Course schedule

1 Understanding the realities of caregiving in the workplace

- Defining the concepts of family caregiver and close caregiver
- Understand the human, social and economic issues involved in providing assistance in the workplace
- Knowing the applicable legal framework and the employer's obligations
- Identify links with psychosocial risk, quality of life and working conditions, and diversity initiatives

Hands-on work

In pairs, take a quiz and decipher fictitious situations to distinguish between family caregivers and close caregivers. In groups, analysis of key data and cases from HR news to fuel a collective discussion. Individuals, self-assessment of their knowledge of the subject.

2 Spotting weak signals without intrusion

- Recognizing the pivotal moments in a caregiver's life (announcement, hospitalization, worsening)
- Identify signals of fatigue, withdrawal or overload
- Understanding emotional reactions and defense mechanisms
- Adapting to the diversity of caregivers' profiles and experiences

Hands-on work

À partir d'une vidéo, repérer collectivement les signaux faibles observables. En petits groupes, construction d'un "radar d'observation bienveillante" à utiliser au quotidien. Jeu de rôles, posture d'écoute face à un collaborateur en difficulté.

3 Adopting the right managerial and HR posture

- Clarifying your role without becoming a social worker or therapist
- Creating a space of trust without breaking the professional/private boundary
- Establish a clear and fair framework for listening and support
- Avoiding awkwardness, taboos or indirect discrimination

Hands-on work

Role-playing between participants on delicate interviews (announcement, return from leave, overload...). In groups, collective identification of "good practices" and "pitfalls to avoid". Individual work, identification of relational behaviors to be favored or avoided in relation to concrete situations.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

4 Mobilize internal and external assistance and systems

- Use existing leave and status (CPA, IJCPA, RTT donations, teleworking, etc.).
- Identify internal contacts (occupational medicine, social worker, HR, etc.)
- Referral to external resources: associations, platforms, public schemes
- Implement personalized arrangements without disrupting the team

Hands-on work

In sub-groups, analysis of practical cases and formulation of layout proposals. Collective mapping, creation of a guide to internal/external resources. Role-playing, simulation of an HR interview to propose assistance.

5 Supporting the caregiver while preserving the collective dynamic

- Integrate equity issues into the team in line with employees' rights and duties: avoid tensions or jealousies
- Enhancing the skills developed by caregivers (resilience, prioritization, etc.)
- Preventing caregiver isolation and guilt
- Simple tools: DESC, OSBD, emergency plan, HR toolbox

Hands-on work

Création collective d'une fiche "10 leviers pour soutenir un salarié aidant sans fragiliser l'équipe" ou rédaction d'un guide personnel de conduite relationnelle. En binômes, utilisation des outils DESC et OSBD sur des scénarios de communication. En individuel, auto-évaluation et rédaction de son plan d'action "manager aidant capacitant".

Dates and locations

REMOTE CLASS

2026: 26 Mar., 22 June, 14 Sep., 7 Dec.