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The Role of Workplace Counseling on the Emotional Well-Being of Professionals

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Abstract

Emotional wellbeing is essential in professional settings, as workplace pressures can cause stress and emotional strain. Organizations have implemented workplace counseling programs to support employees' emotional health. This study explored the experiences of early-adult professionals aged 25–35 in the Production Department of a company in Laguna Technopark, Biñan, Laguna, who have participated in workplace counseling. Using a descriptive qualitative research design, one-on-one semi-structured interviews were conducted with five employees, including Production Operators, Production Handlers, Engineers, Technicians, and Encoders. Data were analyzed through thematic analysis to identify patterns and themes related to emotional wellbeing, coping strategies, workplace relationships, motivation, and productivity.

Findings showed that employees initially hesitated due to misconceptions about counseling but gradually viewed it as a safe, confidential, and supportive space. Counseling improved emotional awareness, regulation, self-understanding, stress management, and coping strategies. It also enhanced motivation, job commitment, interpersonal relationships, empathy, communication, focus, and productivity. Participants suggested program enhancements such as follow-up sessions and increased accessibility.

Guided by Emotional Intelligence Theory and Erikson's Psychosocial Theory, the study concludes that workplace counseling supports employees' emotional wellbeing, professional development, and organizational performance.

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Introduction

Emotional wellbeing has become a key concern in professional settings. Professionals are exposed to workplace pressures that may cause stress and emotional strain, affecting their ability to understand and manage emotions. Persistent emotional strain can disrupt psychological functioning and make it more difficult for professionals to cope with work and personal demands. In response, many organizations have implemented structured support systems, including workplace counseling programs. These programs are typically facilitated by Human Resources (HR) and provide a confidential and supportive environment where employees can share concerns, reflect on emotions, and explore strategies for managing challenges. Studies indicate that counseling promotes emotional awareness and offers tools for emotional regulation, stress management, and adaptive coping. Workplace counseling programs, often delivered through Employee Assistance Programs (EAPs), provide confidential, structured, and supportive environments where employees can share concerns, process emotions, and develop coping strategies (Anyamesem-Poku & Parmar, 2024; Lomotey, 2025) ^[2, 23]. Evidence shows that these programs enhance emotional awareness, promote adaptive coping, and contribute to resilience, which is essential for maintaining emotional wellbeing

(Ernawati *et al.*, 2022; Marange, 2024) ^[11, 24].

Counseling is most effective when embedded within a supportive organizational culture, where employees perceive fairness, recognition, and access to resources (Aydın & Karaman, 2021) ^[3]. Despite the availability of workplace counseling, there is a gap in qualitative research exploring employees' subjective experiences. Most studies focus on quantitative outcomes, such as stress reduction, program utilization, or general mental health metrics (Hwang & Jo, 2021; Bhatt, 2025) ^[17, 6]. Understanding employees' personal experiences is crucial for identifying how counseling interventions influence emotional wellbeing, coping strategies, and workplace engagement (Anyamesem-Poku & Parmar, 2024; Lomotey, 2025) ^[2, 23]. This focus aligns with the developmental characteristics of early adulthood (ages 25–35), where individuals are establishing careers, forming relationships, and managing increasing personal and professional responsibilities (Erikson, 1968; Newman & Newman, 2021) ^[10, 29].

This study is guided by Emotional Intelligence Theory and Erikson's Psychosocial Theory. Emotional Intelligence Theory explains how individuals perceive, understand, and regulate their own and others' emotions, providing a framework for interpreting how employees respond to counseling interventions (Aydın & Karaman, 2021; Marenuset al., 2022) ^[3, 25]. Through counseling, employees develop self-awareness, empathy, and emotional regulation skills, which support effective coping and workplace functioning (Bhatt, 2025) ^[6]. Erikson's stage of intimacy versus isolation provides a developmental lens for early adult professionals, highlighting why counseling is meaningful at this life stage for managing relationships, stress, and work-life balance (Newman & Newman, 2021) ^[29]. Examining employees' lived experiences of workplace counseling is particularly relevant in the Philippine context, where cultural norms, organizational structures, and stigma may influence help-seeking behavior. By focusing on these experiences, the study contributes to a better understanding of how counseling programs support emotional wellbeing and informs the development of responsive, ethical, and effective workplace support systems (Anyamesem-Poku & Parmar, 2024; Marange, 2024) ^[2, 24]. Workplace counseling plays a critical role in promoting emotional wellbeing, resilience, and adaptive coping among professionals. By exploring early adult employees' experiences, this study provides insights that can guide organizations in implementing more effective and ethically grounded interventions that enhance employees' emotional health and workplace functioning (Ernawati *et al.*, 2022; Lomotey, 2025) ^[11, 23].

This study will employ a descriptive qualitative research design to explore employees' experiences of workplace counseling and its influence on emotional wellbeing. One-on-one semi-structured interviews will be conducted to gather detailed information in a private and focused setting, encouraging openness and thoughtful reflection on sensitive topics such as emotions, interpersonal dynamics, and workplace relationships. The study will include five employees aged 25–35 from the Production Department who have experienced workplace counseling, representing the roles of Production Operator, Production Handler, Engineer, Technician, and Encoder. Participants will be selected through purposive sampling to ensure that only those with direct experience of workplace counseling are included.

Data will be analyzed using basic thematic analysis to identify recurring patterns and themes within participants' accounts. Findings will be presented descriptively using participants' own words to ensure credibility and alignment with the study's objectives.

This study is significant because it examines how employees in early adulthood describe their help-seeking behaviors in Philippine workplaces, highlighting the role of workplace counseling in supporting their emotional well-being. By focusing on participants' lived experiences, it clarifies how emotional and social development during early adulthood influences their decisions to seek support. The study contributes to developmental and organizational perspectives by describing how early adulthood characteristics such as emotional maturity, independence, and peer influence are reflected in workplace help-seeking behavior. Overall, this study examines the role of workplace counseling in supporting the emotional wellbeing of professionals, providing a focused understanding of early adult employees' experiences to inform more responsive and ethically grounded workplace support practices.

Methodology

Research Design

This study employed a descriptive qualitative research design to examine employees' experiences of workplace counseling and its influence on emotional wellbeing. The descriptive qualitative approach is appropriate for capturing how participants describe and perceive the role of counseling, providing rich narrative data that highlight their reflections, coping strategies, and emotional responses. One-on-one interviews were conducted to gather detailed information, allowing participants to share their experiences in a private and focused setting, which encouraged openness and thoughtful reflection. This method is particularly suitable for sensitive topics such as emotions, interpersonal dynamics, and workplace relationships. The interviews focused on participants' descriptions of counseling sessions, their emotional responses, and the perceived impact of counseling on their emotional wellbeing.

Research Participants

The study included five employees aged 25–35 from different departments in FEAP who had experienced workplace counseling. Participants represented the following roles: Production Operator, Production Handler, Engineer, Technician, and Encoder. Production Operators and Handlers manage daily production processes and workflow; Engineers oversee technical operations and process improvements; Technicians handle equipment maintenance and troubleshooting; and Encoders manage production documentation and data reporting. This age range represents early to mid-career professionals, making counseling experiences particularly relevant to their emotional wellbeing.

Participants were selected using purposive sampling to ensure that only employees with direct experience of workplace counseling were included. This approach allowed the researcher to gather rich, detailed, and relevant insights from individuals who could meaningfully describe how counseling influenced their emotional experiences and wellbeing.

Research Locale

The study was conducted at a company located in Laguna Technopark, Biñan, Laguna. This setting provided access to structured counseling services, making it ideal for exploring how such interventions influence employees' emotional wellbeing. Participants were purposively selected to ensure rich, relevant insights from those with direct counseling experience.

Data Gathering Procedure

Data were collected through semi-structured one-on-one interviews with the selected participants. This method allowed employees to share their experiences of workplace counseling in their own words, providing rich insights into its role in supporting emotional wellbeing. The interview guide included open-ended questions exploring counseling experiences, emotional responses, coping strategies, and perceived impact on emotional wellbeing. Each interview lasted approximately 30–45 minutes and was conducted in a private, comfortable setting to ensure participants felt safe discussing sensitive topics. Interviews were audio- or video-recorded depending on participants' consent; for those who preferred not to be recorded, detailed notes captured their experiences while maintaining confidentiality.

Data Analysis

Data were analyzed using thematic analysis to identify patterns and themes across participants' narratives. Interview transcripts were carefully examined, and significant statements regarding workplace counseling, emotional experiences, and coping strategies were systematically coded and organized into overarching themes. These themes were refined to ensure they accurately reflected participants' perspectives and the study's objectives. Findings are presented descriptively, incorporating participants' own words to provide a

credible and authentic account of how counseling influences emotional wellbeing.

Ethical Consideration

The researchers also considered ethical considerations while conducting the research study. Permission was formally sought from the company management and Human Resources (HR) Department before identifying qualified participants who had experienced workplace counseling. No confidential counseling records were accessed, and participation was strictly voluntary. Informed consent forms were provided to all participants, clearly explaining the purpose of the study, procedures, and their right to withdraw at any time without consequences to their employment. All information gathered was treated as confidential and used solely for academic purposes.

Results

The data gathered from the responses of the participants were analyzed using thematic analysis, which involved coding, categorizing, and generating themes from the interview transcripts. The analysis focused on understanding how workplace counseling influences the emotional wellbeing of professionals aged 25–35, particularly in relation to emotional awareness, emotional regulation, coping strategies, and workplace functioning. Guided by Emotional Intelligence Theory and Erikson's Psychosocial Theory, the findings describe how counseling supports employees in recognizing emotions, managing stress, and improving interpersonal relationships within professional settings. The themes identified include: (1) Counseling as a Safe and Accepting Space; (2) Gradual Engagement in the Counseling Process; (3) Counseling as a Guided Reflective Experience; and (4) Perceived Supportive Nature of Counseling.

Table 1: Presentation of Themes

MAJOR THEMES	SUBTHEMES
Counseling as a Safe and Accepting Space Participants consistently described counseling as a psychologically safe environment characterized by openness, acceptance, and absence of judgment. This sense of safety enabled them to express personal concerns and workplace-related stressors without fear of negative consequences.	Non-judgmental environment Safe emotional expression Emotional validation (Cooper <i>et al.</i> , 2021; Gray <i>et al.</i> , 2022)
Gradual Engagement in the Counseling Process Participants initially experienced hesitation, anxiety, or uncertainty toward counseling, often associating it with disciplinary action or serious problems. However, as sessions progressed, they reported a gradual development of trust, comfort, and willingness to share. This evolving engagement reflects a transition from guarded participation to active involvement.	Initial hesitation Trust-building Increased openness (Mellor-Clark <i>et al.</i> , 2021; Simpson & Reid, 2022)
Counseling as a Guided Reflective Experience Counseling was experienced as a structured yet supportive process that encouraged introspection and deeper understanding of one's thoughts, emotions, and behaviors. Participants highlighted how guided conversations helped them process experiences, recognize patterns, and construct meaning from their challenges.	Guided self-reflection Emotional awareness Meaning-making (Palmet <i>et al.</i> , 2022; De Stasio <i>et al.</i> , 2021)
Perceived Supportive Nature of Counseling Participants emphasized that counseling was viewed as a supportive and developmental resource rather than a corrective or disciplinary measure. This perception reduced stigma and increased acceptance of counseling services in the workplace.	Supportive intervention Non-disciplinary perception Employee-centered approach (Gyllensten <i>et al.</i> , 2021; Joseph & Newman, 2021)

Table 2: Role of Workplace Counseling in the Emotional Well-Being of Professionals

Major theme	Subtheme	Participants' response
Emotional Relief and Psychological Safety	Emotional expression; Sense of safety; Feeling understood	"Noong una parang nakakailang kasi work environment siya at hindi ako sanay mag-open up tungkol sa feelings ko." (Participant 1)"Akala ko dati parang may mali kapag pinatawag sa counseling, pero na-realize ko support pala siya." (Participant 3)"Habang tumatagal, naging comfortable ako kasi pinapakinggan talaga ako at walang judgment." (Participant 2)
Enhanced Self-Awareness and Emotional Regulation	Awareness of triggers; Emotional control; Reflective thinking	"Mas nakilala ko yung sarili ko, kung bakit ako madaling ma-pressure sa certain situations." (Participant 2)"Dati automatic akong nagre-react, ngayon naiintindihan ko muna kung ano yung nararamdaman ko." (Participant 3)"Mas natuto akong mag-control ng emotions ko lalo na kapag pressured sa trabaho." (Participant 5)
Development of Adaptive Coping Strategies	Stress management; Behavioral adjustment; Coping techniques	"Tinuruan kami kung paano mag-pause muna bago mag-react kapag stressful ang situation." (Participant 1)"Mas marunong na akong mag-manage ng oras at hindi na ako agad nao-overwhelm." (Participant 4)"Natuto akong tingnan muna ang situation bago mag-react para hindi masira mood ko sa trabaho." (Participant 2)
Increased Work Engagement and Sense of Purpose	Motivation; Goal clarity; Work focus	"Mas naging motivated ako kasi mas naintindihan ko yung value ng ginagawa ko sa trabaho." (Participant 5)"Parang nagkaroon ulit ako ng direction kung paano ko iimprove yung sarili ko." (Participant 2)"Ngayon mas focused ako sa trabaho kasi alam ko na kung bakit importante yung ginagawa ko." (Participant 4)
Improved Interpersonal Relationships at Work	Communication; Empathy; Relationship-building	"Mas iniintindi ko muna yung perspective ng iba bago ako magsalita." (Participant 3)"Mas naging maayos ang pakikipag-usap ko sa team kasi mas calm na ako." (Participant 1)"Natuto akong maging patient at makinig bago magbigay ng opinion para hindi magka-misunderstanding." (Participant 5)

Discussion

The findings of this descriptive qualitative study provide a comprehensive understanding of both the lived experiences and the role of workplace counseling in shaping the emotional well-being of professionals aged 25–35. Drawing from participants' narratives, workplace counseling emerged not only as a supportive space for emotional expression but also as a developmental mechanism that enhances emotional functioning, interpersonal relationships, and overall workplace engagement. The integration of themes from Table 1 and Table 2 demonstrates that workplace counseling operates through a process-oriented experience that leads to meaningful psychological and behavioral outcomes.

Anchored in the theme *Counseling as a Safe and Accepting Space* (Table 1), the findings reveal that the initial experience of workplace counseling is fundamentally shaped by the presence of psychological safety. Participants described counseling as a non-judgmental and confidential environment where they felt secure enough to express their thoughts and emotions. However, this sense of safety was not immediate. Many participants initially associated counseling with negative connotations, such as being singled out for poor performance or personal issues. This hesitation reflects the persistent stigma surrounding counseling in professional settings. Despite this, the gradual exposure to a supportive counseling environment allowed participants to reframe their perceptions. As trust was established, counseling became a space where they felt "heard" and "understood." This experiential shift is critical because it highlights that the effectiveness of counseling begins with the establishment of emotional safety, which serves as the foundation for all subsequent outcomes. Without this initial condition, deeper engagement and transformation may not occur.

Building on this experience, the theme *Gradual Engagement in the Counseling Process* further explains how participants transitioned from reluctance to active participation. Counseling was not experienced as a one-time intervention but as a process that unfolds over time.

Participants reported becoming more open and reflective as their comfort increased. This progression emphasizes that engagement is a dynamic process, influenced by trust, counselor-client rapport, and repeated exposure to a supportive environment. This experiential foundation directly supports the role identified in Table 2 under *Emotional Relief and Psychological Safety*. Workplace counseling plays a crucial role in facilitating emotional release by providing a structured yet empathetic space for expression. As participants became more comfortable, they were able to articulate suppressed emotions, which contributed to a reduction in emotional burden. This demonstrates that counseling does not merely provide temporary comfort but actively functions as a mechanism for emotional processing and relief.

Furthermore, the theme *Counseling as a Guided Reflective Experience* highlights how participants experienced counseling as a space for introspection and meaning-making. Through guided conversations, they were encouraged to examine their thoughts, emotions, and behaviors more deeply. This reflective process allowed participants to identify patterns in their reactions, particularly in stressful workplace situations. This experiential dimension is closely linked to the role of counseling in *Enhancing Self-Awareness and Emotional Regulation* (Table 2). Counseling facilitates self-awareness by helping individuals recognize emotional triggers and cognitive patterns that influence their behavior. Participants reported becoming more mindful of their responses, shifting from impulsive reactions to more deliberate actions. This indicates that counseling strengthens emotional regulation by promoting reflective thinking and conscious decision-making. Importantly, this transformation reflects a deeper conceptualization of emotional well-being. Rather than viewing well-being as simply the absence of stress, the findings suggest that it involves the ability to understand and manage one's emotional experiences effectively. Workplace counseling contributes to this by equipping individuals with the insight needed to navigate complex emotional situations.

In addition, the theme *Perceived Supportive Nature of Counseling* reinforces the idea that participants came to view counseling as a developmental resource rather than a corrective measure. This shift in perception played a significant role in increasing their openness and willingness to engage in the process. Counseling was no longer seen as something imposed, but as a supportive tool for personal and professional growth. This perception aligns with the role identified in Table 2 under *Development of Adaptive Coping Strategies*. Workplace counseling serves as a platform for learning practical skills that enhance resilience. Participants reported acquiring techniques such as cognitive reframing, time management, and stress regulation strategies. These skills allowed them to approach challenges more effectively and reduced the likelihood of emotional exhaustion. Notably, the application of these coping strategies extended beyond the counseling sessions. Participants integrated these techniques into their daily routines, both within and outside the workplace. This indicates that counseling has a sustained impact, contributing to long-term emotional stability rather than short-term relief. The ability to apply learned strategies in real-life contexts demonstrates that counseling plays a proactive role in strengthening resilience.

Moreover, the findings under Increased Work Engagement and Sense of Purpose further illustrate the broader impact of workplace counseling. Participants described experiencing renewed motivation and clarity regarding their professional goals. Counseling provided a space for reflection that allowed them to reconnect with the meaning and value of their work. This suggests that workplace counseling contributes to emotional well-being not only by addressing negative emotional states but also by fostering positive psychological outcomes. By helping individuals clarify their goals and align their values with their professional roles, counseling enhances their sense of purpose. This, in turn, leads to increased engagement, focus, and commitment in the workplace.

Building on the experiential findings in Table 1, workplace counseling extends beyond individual reflection and plays a significant role in shaping interpersonal and functional outcomes among professionals. One of the key findings is the improvement in workplace relationships and communication, where counseling facilitates the development of empathy, patience, and perspective-taking. As participants become more emotionally aware, they are able to regulate their responses during interactions, leading to more constructive and less conflict-driven communication. This demonstrates that workplace counseling contributes to healthier social dynamics by strengthening emotional regulation in real-life workplace interactions.

In addition, workplace counseling plays a role in improving work functioning as a secondary outcome of enhanced emotional well-being. Participants reported increased focus, confidence, and clarity in performing their tasks after engaging in counseling. This improvement is not the direct aim of counseling but a result of reduced emotional burden and improved psychological stability. By helping individuals process emotional concerns, counseling enables them to redirect their cognitive and emotional resources toward work responsibilities more effectively.

Furthermore, counseling contributes to sustained emotional stability through continuous support and coping development. Participants emphasized that counseling is most effective when it is ongoing rather than a one-time intervention. Through repeated engagement, individuals strengthen their coping strategies and emotional awareness, allowing them to manage stress more effectively over time. However, the findings also highlight the importance of organizational support, as stigma and limited awareness may reduce engagement with counseling services. Thus, workplace counseling also requires institutional reinforcement to maximize its effectiveness.

The study also highlights that emotional well-being is a multi-dimensional construct, involving emotional regulation, cognitive insight, behavioral coping, and interpersonal functioning. Workplace counseling supports all these dimensions by providing a structured and supportive environment for reflection and skill development. This reinforces the idea that counseling is not only a response to emotional distress but also a developmental and preventive intervention. Practically, the findings suggest that organizations should strengthen the visibility, accessibility, and acceptance of counseling services. Reducing stigma and promoting counseling as a normal part of employee development can increase participation and maximize its benefits. Regular and sustained counseling support is also essential to ensure long-term emotional stability among professionals.

In conclusion, workplace counseling plays a crucial and holistic role in promoting emotional well-being by fostering emotional relief, self-awareness, adaptive coping, motivation, and healthier interpersonal relationships. It serves as both an individual support system and an organizational resource that enhances overall workplace functioning and psychological resilience.

Recommendations

Based on the findings of this study, the following recommendations are proposed for organizations, employees, mental health practitioners, and future researchers who may benefit from and build upon this research:

1. For Organizations and Management

Organizations are encouraged to strengthen workplace counseling programs by ensuring accessibility, confidentiality, and continuous promotion. Counseling services should be normalized as a proactive support system for emotional wellbeing rather than a corrective intervention. Additionally, implementing complementary programs such as emotional intelligence workshops, stress management training, and peer support groups can further enhance employees' emotional awareness, coping strategies, and interpersonal relationships. Management should also be trained in empathetic leadership to foster a psychologically safe and supportive work environment.

2. For Employees

Employees are encouraged to actively utilize workplace counseling services as a resource for emotional support, self-awareness, and stress management. Engaging in counseling can help individuals better understand their

emotions, develop adaptive coping strategies, and improve workplace relationships. Employees may also benefit from participating in support groups and wellness programs that promote emotional wellbeing.

3. For Human Resource Practitioners and Counselors

Human resource personnel and workplace counselors should continuously evaluate and improve counseling programs based on employee feedback. They should ensure that interventions remain relevant, inclusive, and responsive to employees' needs. Providing regular follow-up sessions and maintaining a confidential and non-judgmental environment are essential in sustaining employees' trust and engagement in counseling services.

4. For Policymakers and Organizations Promoting Mental Health

Policymakers and institutions may consider developing guidelines or policies that support the integration of workplace counseling programs as part of employee

wellbeing initiatives. Promoting mental health awareness and reducing stigma in organizational settings can contribute to healthier and more productive work environments.

5. For Future Researchers

Future researchers are encouraged to expand this study by exploring workplace counseling in different industries, organizational settings, or age groups to provide broader perspectives on emotional wellbeing. Quantitative or mixed-method approaches may also be used to measure the effectiveness of counseling programs and validate the findings of this study. Additionally, future studies may examine long-term outcomes of workplace counseling, including its impact on employee retention, job satisfaction, and organizational performance. Further research may also explore cultural factors influencing employees' perceptions of counseling and help-seeking behaviors.

Table 3: Proposed Enhancement of Workplace Counseling Programs

Description	Objectives / intervention programs
Workshops on Stress Management Participants suggested conducting sessions that provide practical strategies such as coping techniques, time management, and boundary-setting to better manage workplace stress.	To equip employees with adaptive coping mechanisms, reduce stress and burnout, and promote psychological resilience.
Peer Support Groups Participants suggested creating structured peer support groups where employees can openly share experiences, challenges, and coping strategies in a safe and moderated environment.	To promote social support, develop empathy and interpersonal understanding, and reduce feelings of isolation within the workplace.
Management Awareness & Training Participants emphasized the importance of training managers and supervisors to better understand workplace counseling, emotional wellbeing, and the value of empathetic and supportive leadership.	To reduce stigma surrounding counseling, improve employee-manager communication, and foster a more supportive and psychologically safe organizational culture.
Employee Feedback & Program Enhancement Participants recommended establishing regular feedback mechanisms to gather insights on counseling effectiveness and identify areas for continuous improvement.	To ensure counseling programs remain accessible, responsive, and aligned with employees' evolving emotional wellbeing needs.

Implications

The findings of this study highlight the significant role of workplace counseling in enhancing the emotional wellbeing of professionals, particularly in promoting emotional awareness, regulation, stress management, and interpersonal functioning. The results imply that counseling should not only be viewed as a remedial intervention but as a proactive and developmental resource within organizations. Participants' experiences further reveal the need to strengthen and expand current workplace counseling programs to ensure accessibility, relevance, and sustained impact. Based on these findings, the following recommendations are proposed:

Workshops on Emotional Intelligence

Participants emphasized the importance of developing emotional awareness and self-regulation skills in the workplace. It is recommended that organizations implement structured workshops focused on emotional intelligence, particularly in recognizing emotional triggers, improving self-reflection, and managing emotional responses. These workshops can complement counseling sessions by equipping employees with foundational emotional skills necessary for effective workplace functioning.

Workshops on Stress Management

The findings suggest that professionals benefit from learning practical coping strategies to manage workplace stress. Organizations are encouraged to conduct stress management workshops that focus on techniques such as cognitive reframing, time management, and boundary-setting. These interventions can strengthen employees' resilience and reduce the risk of emotional exhaustion, thereby supporting overall emotional wellbeing.

Peer Support Groups

Participants highlighted the value of shared experiences in fostering emotional support. Establishing structured peer support groups is recommended to provide employees with a safe space to discuss challenges, exchange coping strategies, and build interpersonal connections. Such groups can enhance empathy, reduce feelings of isolation, and reinforce the emotional benefits gained from counseling.

Management Awareness and Engagement

The persistence of stigma and misconceptions regarding workplace counseling suggests the need for greater organizational involvement. It is recommended that managers and supervisors undergo training on emotional

wellbeing, counseling benefits, and empathetic leadership. Increasing management awareness can promote a more supportive organizational culture, improve communication, and encourage employees to utilize counseling services without fear of judgment.

Feedback Mechanisms for Program Improvement

Participants indicated the importance of continuous evaluation of counseling services. Organizations should establish regular feedback systems to gather employees' insights regarding the effectiveness and accessibility of counseling programs. This will ensure that services remain responsive to employees' evolving emotional needs and allow for timely improvements.

Conclusion

This study explored the role of workplace counseling in the emotional wellbeing of early-adult professionals aged 25–35 in the Production Department of a company in Laguna Technopark, Biñan, Laguna. The findings show that workplace counseling serves as a safe, confidential, and supportive space where employees can openly express emotions, reflect on experiences, and manage workplace challenges.

Participants initially experienced hesitation due to misconceptions about counseling. However, as they engaged in the process, counseling was understood as a non-judgmental and supportive environment. This shift highlights the importance of trust, confidentiality, and psychological safety in encouraging employees to seek support.

Workplace counseling contributes significantly to emotional wellbeing by allowing emotional release, reducing stress, and improving emotional regulation. Participants developed greater self-awareness by recognizing emotional triggers and understanding their reactions. They also learned practical coping strategies such as time management, boundary-setting, and cognitive reframing, which helped them manage stress more effectively and maintain emotional balance.

In addition, counseling supported motivation and job engagement by helping employees reconnect with their goals and sense of purpose. It also improved workplace relationships, as participants became more empathetic, patient, and effective in communication. These changes contributed to better collaboration and a more positive work environment.

Overall, workplace counseling plays a crucial role in enhancing the emotional wellbeing of professionals by strengthening emotional awareness, coping strategies, and interpersonal skills. While the program was found to be beneficial, improvements in accessibility, awareness, and continuity are needed to maximize its impact. Expanding counseling services and integrating supportive interventions can further promote a healthier and more supportive workplace.

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