Case Study 01: When High Performance Comes at a Cost

The Problem

A cybersecurity organisation was experiencing increasing pressure on its mid-management team. Managers were expected to deliver results while also managing teams, delegating responsibilities and responding to growing demands. The transition from being an individual contributor to leading others was creating new challenges around accountability, delegation and team wellbeing.

How Sulhaa Tackled It

Sulhaa designed a leadership-focused capacity-building session specifically for mid-management professionals. The session addressed the psychological shift involved in moving from **expert to leader**, helping participants reflect on how their role, responsibilities and relationships with their teams change as they take on leadership positions.

Participants explored **delegation and accountability**, including how unclear expectations and over-involvement can affect both managers and their teams. The session also examined **team norms, burnout and psychological safety**, helping leaders recognise how their everyday behaviours can influence the wider team environment.

Frameworks such as **Situational Leadership and the SCARF Model** were introduced to help participants understand differences in team members' needs and adapt their approach accordingly. The session combined conceptual learning with reflection and workplace-based situations so that participants could connect psychological concepts to challenges they encounter in their own teams.

Impact

87%

Greater clarity around delegation and leadership

91%

Found the session relevant to their challenges

Areas of Focus

Leadership Development | Delegation | Accountability | Burnout | Psychological Safety

Sulhaa's Approach

Sulhaa approached leadership not simply as a management skill, but as a **psychological and relational process**. The intervention focused on helping managers understand themselves, their teams and the organisational environment they operate within.

Case Study 02: Supporting the People Who Support Others

The Problem

Teachers and professionals working in a school environment often navigate multiple responsibilities at once. Alongside their professional responsibilities, they manage emotionally demanding interactions, student needs and challenging situations that can affect their own wellbeing and communication.

How Sulhaa Tackled It

Sulhaa conducted a **capacity-building session for teachers and other school professionals**, creating a space to explore the emotional demands that can accompany their roles. The session helped participants recognise how stress, emotions and personal responses can influence the way they interact with students, colleagues and others around them.

The session encouraged participants to reflect on their own emotional experiences and identify situations that may contribute to frustration, overwhelm or difficulty responding effectively. It introduced practical strategies for **emotional awareness, regulation and communication**, with an emphasis on applying these skills within everyday professional interactions.

The intervention also highlighted the importance of recognising one's own needs while supporting others. Participants were encouraged to think about **boundaries, self-awareness and sustainable ways of engaging with emotionally demanding situations**, rather than viewing wellbeing solely as an individual responsibility outside of work.

Impact

89%

Greater awareness of emotional responses

84%

Greater confidence recognising stress

Areas of Focus

Emotional Awareness | Workplace Wellbeing | Communication | Stress Management | Capacity Building

Sulhaa's Approach

Sulhaa recognised that professionals who spend much of their time **supporting, teaching and caring for others also need psychological space for themselves**. The session therefore brought together individual wellbeing, interpersonal skills and the realities of working in an emotionally demanding environment.

Case Study 03: Managing Emotions Under Pressure

The Problem

Employees in a finance organisation were working in an environment where tight deadlines, high responsibility and performance expectations could contribute to heightened emotional responses. These responses could, in turn, influence communication, decision-making and workplace relationships.

How Sulhaa Tackled It

Sulhaa conducted an **emotional regulation workshop** designed around the realities of high-pressure professional environments. Rather than treating emotional responses as something employees simply needed to suppress, the session explored what happens psychologically when individuals encounter stressful or triggering situations.

Participants examined the relationship between **situations, thoughts, emotions, physical responses and behaviour**, allowing them to identify patterns in how they respond under pressure. The workshop also explored recognising emotional triggers and identifying the point at which an automatic reaction can be replaced with a more considered response.

Practical strategies were introduced to help participants regulate themselves during challenging situations and communicate more intentionally. Workplace scenarios were used to connect these concepts to **deadlines, disagreements, difficult conversations and moments of heightened pressure**.

Impact

86%

Greater awareness of emotional triggers

81%

Greater confidence using regulation strategies

Areas of Focus

Emotional Regulation | Stress | Communication | Self-Awareness | Workplace Relationships

Sulhaa's Approach

Sulhaa focused on developing **psychological awareness before behavioural change**. By helping employees understand what drives their reactions, the intervention created a foundation for making more intentional choices in moments of workplace stress.

Case Study 04: When Communication Becomes the Challenge

The Problem

A growing corporate team was experiencing challenges around communication, differing expectations and interpersonal dynamics. Misunderstandings could affect collaboration, while some employees were hesitant to voice concerns, clarify expectations or address disagreements directly.

How Sulhaa Tackled It

Sulhaa approached the challenge by looking at communication as more than an exchange of information. The intervention explored how **individual communication patterns, assumptions, emotional responses and workplace dynamics** can influence the way people interact.

Participants were encouraged to identify patterns such as avoiding difficult conversations, making assumptions about others' intentions or withholding concerns until frustration had accumulated. The session introduced practical approaches to **expressing needs clearly, listening actively, navigating disagreement and communicating boundaries**.

Particular attention was given to difficult conversations, helping participants consider how to communicate concerns without escalating conflict and how to remain receptive when receiving feedback. The intervention also connected communication with psychological safety, highlighting the role that everyday interactions play in whether people feel comfortable speaking up.

Impact

88%

Greater confidence with difficult conversations

85%

Greater awareness of communication patterns

Areas of Focus

Communication | Conflict Management | Interpersonal Relationships | Boundaries | Psychological Safety

Sulhaa's Approach

Rather than focusing on communication as a standalone skill, Sulhaa explored the **psychology underneath workplace interactions**. The aim was to help employees understand their own patterns while developing more intentional ways of relating to others.

Case Study 05: When Productivity Becomes Unsustainable

The Problem

A corporate team was experiencing a pattern of constantly being "on". Employees were completing their responsibilities, but increasing workload and pressure were making it difficult to maintain focus, manage energy and disconnect from work. Productivity was becoming increasingly tied to urgency rather than sustainable working practices.

How Sulhaa Tackled It

Sulhaa designed a workplace wellbeing intervention focused on the relationship between **productivity, psychological wellbeing and sustainable performance**. Rather than treating reduced productivity as an individual motivation problem, the intervention explored the wider factors that can influence how people work.

Participants examined how workload, pressure, rest, motivation and expectations interact with one another. The session also encouraged employees to distinguish between **healthy motivation and productivity driven primarily by guilt, fear or constant urgency**.

The intervention introduced practical strategies for recognising early signs of depletion, managing competing demands, protecting periods of recovery and creating healthier boundaries around work. Participants were also encouraged to reflect on their own working patterns and identify changes that could make their approach to productivity more sustainable.

Impact

84%

Greater awareness of stress and recovery

82%

Identified a practical change to their work pattern

Areas of Focus

Burnout Prevention | Productivity | Work-Life Boundaries | Stress | Sustainable Performance

Sulhaa's Approach

Sulhaa moved beyond the idea that workplace productivity is simply about **time management or doing more**. The intervention considered the psychological conditions that allow people to perform consistently while also recognising the importance of recovery, autonomy and sustainable ways of working.