



### **RSL Concludes Phase 1 of Behavioural Change and Mental Wellbeing Intervention**

**Maseru, Lesotho – 23 January 2026** - Revenue Services Lesotho (RSL) has successfully concluded Phase 1 of the Behavioural Change and Mental Wellbeing Intervention, delivered at the RSL Academy by the Stress Management Centre, reaffirming the organisation's commitment to employee wellness, performance and quality service delivery.

The intervention was designed to strengthen employees' psychological, emotional and social wellbeing in order to positively influence both professional and personal lives. This initiative comes in response to organisational changes RSL has experienced over the years which, while creating new opportunities, also presented challenges such as anxiety, low morale and disengagement among staff. The programme therefore seeks to support staff in healing, adapting to change and re-engaging productively with the organisation.

Phase 1 engaged participants from the Business Enablement Division, the Commissioner General's Office and Client Services Middle Management through interactive and practical sessions. Key areas covered included emotional intelligence, self-awareness, stress management, responsibility and accountability, teamwork, service culture, integrity, time management and adaptability in a changing work environment.

The training placed strong emphasis on practical application, equipping employees with tools to manage pressure, improve interpersonal relations, strengthen motivation and enhance internal and external service delivery. Participants were also encouraged to adopt positive behaviours and mindsets aligned with RSL's values and mandate.

The conclusion of Phase 1 marks a significant milestone in RSL's broader employee development programme. Follow-up sessions and subsequent phases will continue to reinforce learning, evaluate impact and support sustainable behavioural change across the organisation.

Revenue Services Lesotho remains committed to investing in its people, recognising that a healthy, motivated and engaged workforce is essential to productivity, organisational reputation and efficient service delivery to the people of Lesotho.



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For clarification, please contact RSL's PR Desk: 62112502/58839868