

The 'Accidental Counsellor' Workshop

Do you want to know what *really* helps?

Course Description

This **2 day workshop** aims to provide people with a range of practical and effective skills to “step into the shoes” of an accidental counsellor and be able to appropriately respond to and support people when they are angry, distressed or experiencing a challenging time.

Regardless of your profession or industry, it is highly likely you will encounter challenging or emotionally distressed individuals. Accidental Counsellors are not counsellors as such, but find themselves in a ‘counselling role’ by accident as a result of conversations or requests for help from clients, colleagues, friend or others.

The Accidental Counsellor workshop aims to provide non counsellors with a range of skills to work effectively with people who may be distressed, agitated or in crisis. This course draws on Lifeline’s vast experience in crisis counselling. The training gives participants a practical framework for managing these issues, while achieving a sense of structure and confidence. The safety and wellbeing of an Accidental Counsellor is addressed in the session on Self Care.

This **interactive workshop** provides many opportunities for group discussion, activities and practising new skills. Training is experiential and focuses on developing awareness and understanding as well as practical skills.

Learning Outcomes

- Understand the attributes of an effective ‘Accidental Counsellor’
- Practise a variety of counselling skills that are critical to any counselling situation
- Recognise the importance of active listening skills in the communication process
- Learn techniques to respond appropriately to aggressive or distressed clients and crisis situations
- Learn the importance of establishing personal and professional boundaries
- Develop self care strategies

Next Workshops:

Duration: 2 full days

Cost: \$395 (including GST) for Volunteers, Individuals and Not-For-Profit Organisations and \$490 (including GST) for Government Workers and Businesses.

Those participants who complete the training will receive a **Lifeline Central Australia Certificate of Completion.**

Venue: Lifeline Training Centre, Unit 5 Helm House, 40 Bath Street, Alice Springs

Karen Reval
Education and Training Manager
karen.lifelinet@bigpond.com

PO Box 65
Alice Springs NT 0871
T 08 8953 1250
F 08 8953 3060
E lifelinet@bigpond.com



This Accidental Counsellor course is endorsed by APEC number 027101001 as authorised by Royal College of Nursing, Australia (RCNA) according to approved criteria.

Attendance attracts 14 RCNA CNE points as part of RCNA’s Life Long Learning Program (3LP).

