

Accidental Counsellor

Foundations Workshop

A healthier headspace equals a healthier workplace.



The Lifeline Corporate Training program offers a range of courses to improve the mental health and wellbeing of your people, which in turn can help create a more productive, cost-effective and responsible workplace.

Basic skills for dealing with people in crisis

Have you ever had to step into the shoes of the Accidental Counsellor?

The Accidental Counsellor Foundations Workshop offers a great set of toolbox skills for those moments when you might least expect to be called upon in a supporting capacity. Whether in a work or social context, we may often be the first point of contact for someone in crisis needing immediate assistance.

Support and understanding

Without a formal qualification in counselling, a toolbox of basic communication techniques provides initial support when a person is anxious, angry, experiencing loss or a challenging time in their life. Participants gain a greater understanding of how to communicate more effectively and learn strategies to help foster effective and trusting relationships.

Response and interactions

In this workshop, we ask participants to reflect on personal values and beliefs and how they influence interactions with clients. How we respond may create an impact on the person in need of support or assistance and can determine the outcome of your interactions.

This workshop offers simple skills and tools to be able to step into the shoes of an accidental counsellor momentarily. With practice, participants will be able to respond appropriately, efficiently and effectively to people in crisis or distress when there may not be a professional immediately available.

Workshop overview

The Accidental Counsellor Foundations Workshop is flexible and interactive, encouraging participants to ask questions, share their experiences, practise skills and engage in self-reflection. The workshop can be delivered over one day, or as a two-day, more comprehensive version.

By the end of the one-day workshop, participants will be able to:

- Differentiate between effective communication and counselling
- Understand the foundations of developing effective and productive relationships with clients

- Engage empathetically with others using specific counselling and communication skills such as rapport building, reflection of feelings, paraphrasing and active listening
- Comprehend how values can get in the way of good listening
- Implement strategies for dealing with people in crisis and those displaying behaviours of concern
- Set boundaries and limits, yet maintain an appropriate level of involvement
- Practise the skills they have learnt
- Understand the need for self-care

Lifeline is a not-for-profit organisation that promotes, preserves and protects life. The mission of our training division is to build community capacity and skills for life through a range of specialised training programs to meet the needs of individuals and groups.

For further information please contact:

E: lifeline.training@ucommunity.org.au **P:** 0429 044 546

unitingcareqld.com.au/lifeline-training