

The Accidental Counsellor

Half-day workshop

Our Accidental Counsellor training draws on the expertise of our organisation's proven crisis handling skills. We take those core skills and introduce them to participants in a half day workshop. The training equips individuals to **Recognise** when others are struggling, to **Respond** appropriately with confidence and to **Refer** them to the best place for help.



YOUR WORKPLACE

Accidental Counsellor training enables participants to support work colleagues, family members and friends by approaching them when appropriate, listening effectively, responding with empathy and referring to other supports with confidence.

The workshop defines the boundaries of the 'Accidental Counsellor' role and provides a module on self-care to ensure that participants take responsibility for their own wellbeing. The training is delivered by qualified, experienced Lifeline trainers and includes practical activities tailored to organisational requirements.

MORE INFORMATION

For information on training for corporate groups, tailored in-house training programs, please contact our Training Manager training@lifelinenb.org.au or 02 9949 5522

Deliverables

The Accidental Counsellor program equips individuals to:



RECOGNISE A CRISIS:

Understand what and how different life events and experiences can trigger a crisis.



REFER TO A SUITABLE SERVICE:

Know how to make an appropriate referral to specialised help



RESPOND WITH CONFIDENCE:

Listen and support using basic counselling skills, including asking about suicide



SELF-CARE:

Be aware of their own stress levels and what works to alleviate them