

# Accidental Counsellor

## Course

**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.

### **Duration: 2 hrs e-learning and 4 hrs face to face**

A colleague, client or friend displays signs of stress, anger, depression and despair. What do you do? Are you equipped to handle this? What do you say?

Accidental Counsellor is emotional awareness training designed to provide participants with the basic knowledge and skills to support someone who is experiencing an emotional crisis. The session will also highlight the importance of self-care and taking responsibility for your own emotional wellbeing.

Qualified, experienced Lifeline trainers deliver the training, and participants will receive a Statement of Attendance upon completion of this course.

**Please note:** The Accidental Counsellor course does not qualify you to be a counsellor or provide ongoing support. Participants will not receive any counselling qualification at the end of this training.



### **Topics covered**

#### **Recognise**

- What is a crisis?
- Mental health problems
- Substance use
- Loss and grief
- Trauma
- Relationship issues
- Stress (including workplace stress)
- Appropriate resources

#### **Respond**

- Interacting with people in crisis

- Appropriate language and terminology
- How to listen and support, including the skills of:
  - active listening
  - summarising
  - open/closed questioning

#### **Refer**

- Appropriate referrals
- How to make a referral

#### **Self-care**

- Tips and tools 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:**

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