

# Accidental Counsellor

## Foundations

Basic listening skills when dealing with those who need support or are in crisis.

### Overview

In community services work, we may often be the first point of contact for someone in crisis needing immediate assistance. Even without a formal qualification in counselling, this workshop provides the basic skills and tools to be able to step into the shoes of an accidental counsellor momentarily.

It allows you to respond appropriately and effectively to people in crisis or distress when there may not be a professional immediately available.

### Aim

This workshop offers a great set of toolbox skills for those moments when you might least expect to be called upon in a supporting capacity.

In this condensed version of the 2-day workshop, we as participants reflect on personal values and beliefs and how they influence interactions with others. How you respond will create an impact on the person in need of support or assistance and often determine the outcome of your interactions.

### Learning Objectives

- A toolbox of basic counselling techniques.
- Questioning frameworks to guide an engagement with a person needing support and to provide the necessary support.
- A greater understanding of how to communicate more effectively during a challenging time in someone's life.



### Topics Included:

- Module 1: The Accidental Counsellor
- Module 2: Barriers to listening
- Module 3: Values and beliefs
- Module 4: Understanding conflict
- Module 5: Dealing with behaviours of concern
- Module 6: Professional boundaries and self-care

### Format

1-day Face to Face or Virtual Workshop

### Resources

Participant Workbook

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