

Accidental Counsellor

Workshop

Overview

Accidental Counsellor* is aimed at those who would like to be able to safely and effectively support friends, family, colleagues, and strangers who are in distress or experiencing a crisis.

Aim

The course will provide you with basic skills and a structure to enable you to provide immediate support and assistance using the '**Recognise, Respond, Refer**' model.

The skills learnt in the Accidental Counsellor course can be applied in many contexts, and will provide participants with skills in active listening, calming and effective gentle questioning. You will also learn how to ask openly about suicide risk and respond safely whatever the answer.

Learning Objectives

Participants are provided with basic skills to support someone in an emotional crisis by learning how to **recognise, respond** and **refer** to an appropriate service. Participants also learn how to confidently and safely ask about suicide. All participants that attend the session in **full** will receive a Certificate of Attendance.

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.
- How to ask about Suicide

Refer

- Appropriate referrals
- How to make a referral

Self-Care

- Tips and tools for self-care.

Format

Accidental Counsellor uses a blended training model to provide effectiveness and convenience. This includes:

- 2hr self-paced eLearning and
- 4hr Virtual or face to face workshop

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E: lifeline.training@uccommunity.org.au

**Please be aware this course is not intended to train participants to be a counsellor.*