

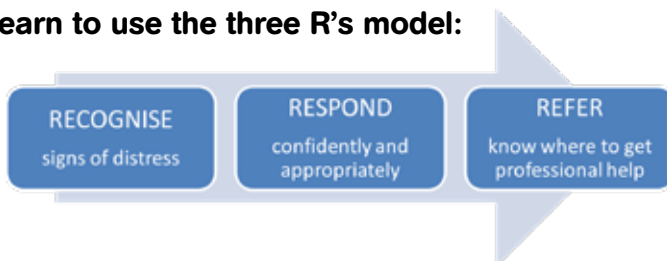


Accidental Counsellor

Do you ever find yourself in a counselling role by accident? Maybe you have a family member, friend or colleague who has spoken to you in confidence about their problems or mental health. Or you are concerned about someone but do not know how to start a conversation to check that they are OK.

This training provides practical and effective skills to step into the shoes of a counsellor and be able to respond to and support others when they are distressed or experiencing a personally challenging time.

Learn to use the three R's model:



The 'Accidental Counsellor' four-hour workshop can give you the foundational skills for when you need to provide emotional support.

Learning outcomes:

- Learn skills for active listening and empathy
- Identify common signs or behaviour changes that may occur when someone is struggling due to a personal crisis
- Develop confidence to respond appropriately
- Know what professional support is available and how to help others access these
- Develop an understanding of mental illness and suicidal thoughts
- Develop questioning skills and reflection techniques that encourage information sharing
- Develop tips and tools for self-care



Lifeline Northern Beaches is a not-for-profit organisation that provides free crisis support and suicide prevention services. Our specialised training programmes are designed to equip individuals with the tools to assist others who may be in crisis, improve their own levels of resilience, and know where to turn for help.

For further information
contact the training team
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www.lifelinenb.org.au

 **Lifeline**
Saving Lives
Crisis Support. Suicide Prevention.