

Accidental Counsellor

Course Overview

Focus area	Human wellbeing
Length	Full day
Who is it for?	Anyone, especially those in a service delivery role
Key Outcomes	Respond appropriately

Course Description

Accidental counsellor is a full-day course that provides practical skills for when you are 'being a counsellor'. Accidental counsellors often find themselves in a counselling role by accident, because of conversations or requests from customers, colleagues, friends or others.

Learn practical and effective skills to step into the shoes of a counsellor and support others when they are angry, distressed or experiencing a challenging time, including how to:

- improve communication and skills for active listening
- identify signs people may need emotional support
- practice counselling techniques relevant to each participants' roles
- understand mental illness and suicide intervention
- learn techniques to respond appropriately to aggressive or distressed clients and in crisis situations
- develop skills to maintain one's own professional boundaries and self-care strategies
- use support options and referral information.

This training is suitable for workers in any profession, especially those in a service delivery role.

Student Feedback

"Really good course. I really liked the different questions and information throughout the day! A great revision for a social worker."

Enrolment Information

Dates	March 10, 2022 November 15, 2022
Time	9.30am – 4.30pm

Venue	The Institute 49a Orsmond Street, Hindmarsh
Cost	Full Fee \$185 / Concession \$150

Enquiries & Enrolments

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