

# Learn with Lifeline Northern Beaches

At Lifeline Northern Beaches  
we make a difference every day.

We are the leading provider of mental health support and crisis intervention in Australia. When you **Learn with Lifeline** you get the benefit of our dedication, experience, and subject matter expertise. Choosing to train with us helps us maintain our presence and sustain the vital role we play in the community.

Our Corporate and Community Training is

- Designed for the world of work and people
- Informed by evidence and best practice
- Can be adapted to suit your context

## Our Learning Suite

### Our Skills Series

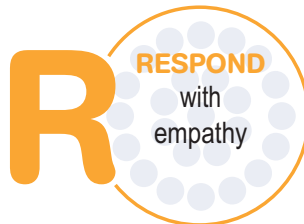
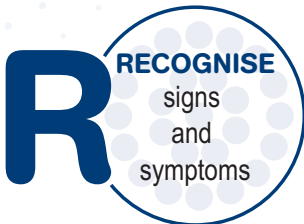
Accidental Counsellor Foundations  
Accidental Counsellor: In Practice  
Active Listening  
Building Empathy  
Managing Challenging Interactions  
Mental Health First Aid

### Our Wellbeing Series

Helping Ourselves and Others  
Managing Stress and Wellbeing

### Our Understand Series

Understanding Suicide Prevention  
Understanding Family and Domestic Violence  
Understanding Mental Health, Drugs  
and Alcohol



# Our Skills Series

## Accidental Counsellor

Accidental Counsellor offers foundation training in how to support someone who might be struggling due to a personal crisis or having thoughts of suicide. You will learn the **3R's** - recognise the signs and symptoms of distress, appropriately respond, and refer someone to professional support. Critically, this program offers evidence-based information and steps, enabling you to act with compassion, awareness and understanding.

### Accidental Counsellor: In Practice

Have you done the Accidental Counsellor workshop? Take your Accidental Counsellor skills into this next level training. Deepen your knowledge and practical skills around the **3R's**. Recognise, respond and refer for someone who may be experiencing distress or crisis, and expand your accidental counsellor toolbox. This course will support your efforts to safely and effectively offer support in your workplace or community setting, wherever you are, whenever you need to.

## Active Listening

Are you listening, or just waiting for your turn to speak? Active listening is the basis of effective communication and effective action. It builds trust and rapport. We can teach you the art and science of listening, improving your attention, focus and problem-solving skills.

## Building Empathy

Empathy is a powerful driver of positive workplace culture, confident leadership, and engagement. Empathy skills help us relate to others in the moments when our people leadership and relationships matter the most. This training will build your emotional intelligence and give you greater self-awareness and empathic abilities.

## Managing Challenging Interactions

Dealing with challenging situations, people who are angry, aggressive or abusive can be the most difficult aspect of our day. With this training you will learn about the neurological - stress -behaviour connection, the tenets of calm communication and being response-able in these difficult moments. Develop practical skills, perspective and strategies that support better conflict management outcomes and interpersonal relationships.

## Mental Health First Aid

In our current world, mental health is a critical issue for family, friends, community, and business. Whether you are in a position to offer support and guidance to someone in need, or if you want to improve your organisation's wellbeing culture, this is the essential course. A certificate program, this 2-day course is accredited with Mental Health Australia. Completing this course, you will get a Mental Health First Aid Certificate, valid for three years. You will gain a set of relevant, evidence-based skills and practices.

# Our Wellbeing Series

## Helping Ourselves and Others

We often help others at the expense of our own health and wellbeing. Self-care becomes the fundamental difference in our clarity and peace of mind. With a high risk of burnout, we need to recognise the signs of vicarious trauma and fatigue. In this training you will learn the **3R's** to better support yourself and others, and develop the self-care strategies that help you meet your commitments and responsibilities with renewed energy and compassion.

## Stress Management and Wellbeing

Stress can be good, but it can also be bad. Too much stress can disrupt our lives, undermining performance, health and wellbeing. This course will help you to better understand stressors, and the effect they can have in your life. We will teach you our wellbeing framework, giving you the tools for self-awareness and self-management that will ultimately help you to maximise your potential.

## Our Understand Series

Be updated on the current issues across these specific areas. We present engaging and interactive workshops informed by the latest Australian data and put together by lived experience and subject matter experts. Premised around the **3R's** of Recognise, Respond and Refer, our Understand Series offers training that is highly relevant and super practical.

## Understanding Suicide

Each day, **9** Australians die by suicide. Suicide is the leading cause of death for Australians between the ages of **15 and 44** (AIWH 2022). It has a devastating impact on families, friends and whole communities. This training continues to advocate, educate and inform the community on suicide with a focus on suicide prevention.

## Understanding Family and Domestic Violence

In Australia an estimated **2.2 million** adult women (**23%**) and **1.4 million** adult men (**16%**) have experienced abuse by a partner (ABS, 2022). This training is about public awareness and being empowered to act in practical and informed ways. Our supportive action is essential in reducing barriers, and addressing the physical, psychological and emotional harm caused by domestic violence.

## Understanding Mental Health, Drugs and Alcohol

Alcohol and other drugs can have a damaging effect on individuals, families, and communities, often masking social and emotional stress. Sometimes it's hard to know where the problem lies, leading to personal and workplace conflicts, financial distress, or challenges with mental health and wellbeing. This training provides insight into the relationship between drugs and alcohol and mental health, how to support someone and assist them in seeking the help that best suits them. This is a practical **3R's** guide for workplace and communities.

*We can present our learning suite  
or discuss training at your next  
corporate or community event.*

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