

Learn with Lifeline Northern Beaches

At Lifeline Northern Beaches
we make a difference every day.

Accidental Counsellor: In Practice

Put your **Accidental Counsellor** skills into practice with this next level training.

Accidental Counsellor: In Practice offers evidence-based training. Using the **3Rs** framework of **Recognise, Respond** and **Refer**, this is a practical guide for offering support or assistance to someone who might be struggling due to stress, personal distress or having thoughts of suicide. When it comes to being an **Accidental Counsellor** for someone in need, this training can be applied to situations and crises that arise, helping you to act with insight, compassion and understanding.

The course will:

- Identify the signs and symptoms of stress, emotional distress and personal crisis – including thoughts of suicide
- Expand on the **3Rs** to inform your **Accidental Counsellor** conversations and actions
- Provide the resources and tools that enable you to act with confidence and compassion

Participants will learn to:

- Apply the **3Rs** using practical examples to support others experiencing stress and personal distress, including thoughts of suicide
- Engage and respond using active listening and focused empathy skills
- Refer someone to appropriate support, including professional help, resources and information

Who should do Accidental Counsellor: In Practice?

For those of us at the frontlines of community and culture, or working with people and teams, this training is an opportunity to deepen your knowledge and skills around mental health support.

It is particularly valuable for people where there is a duty of care or where there is a level of responsibility for the wellbeing and welfare of others.

This can include:

- workplace, social and community leaders
- frontline workers
- new managers, emerging managers
- customer-facing staff
- parents and carers
- anyone who is working with people and teams

If this sounds like you, reach out and talk to us about what you need.

Duration: *4 hour workshop*

All our workshops are interactive and facilitator led. They can be adapted to meet your training environment and to support your workplace and community needs.

Delivery: *Zoom or Face to face.*

*Please note: **Accidental Counsellor: In Practice** is not training to become a counsellor.*



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 **Lifeline**
Northern Beaches