

ACCIDENTAL COUNSELLOR

In every organisation, there are a few key people who because of their high degree of empathy and level of authority become the Accidental Counsellor within the organisation. However, most of these people have no formal training, and after a while can start to 'burn out' under the emotional loads and stress.

This program is designed to give these very important people the skills, strategies, and knowledge they need to continue to help others, while learning to also maintain a professional level of self-care and personal boundaries. Participants will leave with knowledge and techniques in general workplace counselling skills including understanding human behaviour, identifying risk areas, developing communication skills, and learning how to diffuse situations before they have a negative impact on individuals and the workplace.

KEY BENEFITS

- Develop a culture of positive communication skills and supportive communication between individuals and teams
- Develop skills in the workplace for counselling and supporting others
- Reduction of mental health issues in the workplace
- Reduction of stress in the workplace

LEARNING OUTCOMES

- Discover the steps to counselling others
- Develop core counselling skills and effective listening skills
- Establish boundaries and manage emotions
- Learning stress coping strategies
- Dealing with grief, loss and change in counselling
- Supportive skills in grief, loss and change
- Unwinding healthily with self-care strategies

WHO SHOULD ATTEND

Managers and staff who as part of their role provide informal counselling to others

DURATION

Half day or full day

METHODOLOGY

A variety of presentation methods and tools are used to ensure the learning experience is interactive, engaging and effective, including:

- PowerPoint presentation
- Group facilitated discussion
- Group activities
- Case studies