

# COUNSELLING SKILLS for the ACCIDENTAL COUNSELLOR

As a worker are you sometimes faced with people in heightened emotional states or unexpectedly sharing personal problems, sounding off in anger or frustration, upset or distressed, tense or anxious or just desperate for a listening ear? Without training this can be a minefield and yet workers are faced with these situations every day. This workshop offers professional insight and practical skills to give you greater confidence in handling these situations with respect, wisdom, boundaries and grace.

By attending this professional development training participants will:

- Learn about the psychology of the emotional person and the effects on their behaviour, perceptions and motivations
- Acquire strategies for applying ethical and professional boundaries when responding to emotional clients
- Practise the application of basic counselling techniques for caring, non-threatening and non-invasive communication
- Learn effective techniques for the de-escalation of strong emotion
- Learn problem-solving techniques for safe, ethical and non-directive support
- Acquire principles for relevant self-care, duty of care, plus referring out strategies

## Your Trainer – Sue Collins

- Qualified **Professional Trainer** presenting workplace training for over 8 years, contracting to the business sector, local government, NGO's and via registered training organisations to the community.
- Qualified **Practising Counsellor** in private practice; Counsellor and Trainer in a non-government organisation with domestic violence as one of the priority issues. Member ACA, Member PCA.

*"One of the most useful professional development opportunities I've ever undertaken." – Participant, Wyong NSW*

*"Fantastic. Recommend to all staff."  
- Coordinator, Disability Support Program, Victoria.*

*"Very valuable. Awesome!" - Participant, Warrnambool Victoria*

Date: **Thursday 10th November 2016**

Time: **9.30am to 4.30pm**

Where: **McCabe Room, Killara Centre, Camperdown Community Centre, 210-212 Manifold Street, Camperdown**

Cost: **\$220 incl GST**

(Includes workshop book, morning tea, lunch and afternoon tea)

Registration: Complete registration form and pay by credit card to Mpower Inc via telephone or internet.

RSVP: Friday 4th November 2016

Enquiries: Wendy Jones on 5561 8127 or [wjones@mpower.org.au](mailto:wjones@mpower.org.au)



**CORANGAMITE SHIRE**