

# Accidental Counsellor Training

General Information



In our daily lives at work, at home and in our communities, we may come across people in distress. Without the right training, it is difficult to know how best to support them.

Accidental Counsellor by Lifeline is aimed at those who would like to be able to safely and effectively support friends, family, colleagues, and peers who are in distress or experiencing a crisis.

While this course does not train participants to be counsellors, the skills learnt in the course can be applied in many contexts. It will provide participants with skills in active listening and effective questioning, and de-escalation and grounding techniques.

Participants will also learn the skills for asking openly about suicide risk and responding to the answers. The course is open to anyone and no preexisting skills or knowledge are required.

Our team can also tailor the course to suit your corporate environment. After completing the course, participants will be able to:

- Apply the principles of recognise, respond and refer to someone who is experiencing an emotional crisis
- Demonstrate key communication skills
- Apply strategies for de-escalating anger
- Define the importance of self-care

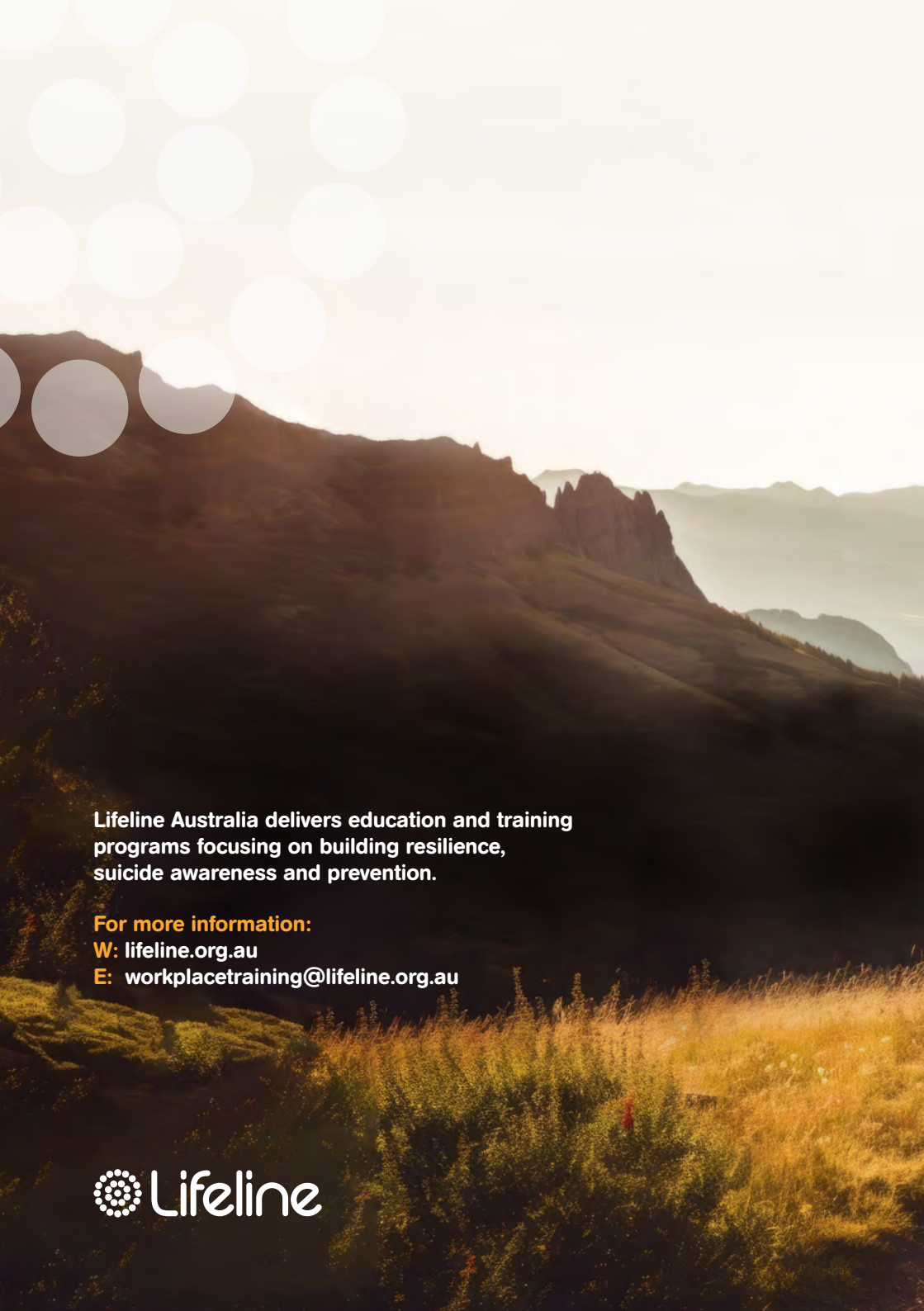
**“The course was great, the trainer was amazing, very informative and engaging. It really got me thinking about how I can help other people in distress more effectively and with empathy. Ability to recognise signs in people who may need professional help and are suicidal. Acknowledge the importance of having time for self-care.”**

**Our programs are developed by trainers and subject-matter experts, with continuous improvement strategies in line with the needs of communities.**

## Course Delivery

- Our courses are a blend of instructor-led and self-led courses.
- The instructor-led courses can be delivered virtually or face-to-face, providing an interactive and thought-provoking learning experience.
- Accidental Counsellor is 3.5 hours and instructor-led.
- A 1hr eLearning is available as an addition.





**Lifeline Australia delivers education and training programs focusing on building resilience, suicide awareness and prevention.**

**For more information:**

**W: [lifeline.org.au](http://lifeline.org.au)**

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 **Lifeline**