



# TRAINING

## ACCIDENTAL COUNSELLOR:

### A BASIC INTRODUCTION

PRESENTED BY: MARK MCCRACKEN

Mark McCracken is both a social worker and an Anglican priest currently based at Anglicare WA as a chaplain. Mark has specialised in family therapy and community development and has worked in community service, parish, school and refugee settings. As Anglicare WA chaplain he supports our customer services staff in their work as Accidental Counsellors.

**Date:** 5 February 2018

**Cost:** \$240 per person (incl. GST)

**Time:** 9:30am-4:30pm

**Location:** East Perth

#### Course Overview

Accidental counsellors are people who may not have formal qualifications or counselling experience but find they are placed in a counselling role by accident, as a result of requests for help from friends, colleagues, clients or others. This course will introduce participants to basic listening skills to meet the immediate needs of a person in a state of crisis. This workshop is not an introductory counseling course but rather will prepare participants to respond appropriately when a person presents as distressed. Topics covered by this workshop include situational assessment, qualities of effective listeners, limit setting and boundaries, responding in a crisis, debriefing and self care.

This one day workshop will cover:

- Recognition of when someone in crisis is in need of immediate assistance
- Active listening skills to adopt limited questioning frameworks and procedural questions
- Providing support to clients when they are anxious, angry or using challenging behaviour
- Reflecting on personal values and beliefs and how they influence the way we offer support to others
- Setting boundaries and limits yet still maintain an appropriate level of involvement
- Debriefing and self care after emotionally-charged interactions

#### Who is this workshop suitable for?

Front-line service providers and non-clinical staff working in health and community services who interface with vulnerable people.

#### By the end of this workshop participants will be able to:

- Recognise situations where accidental counsellor skills are required and assess the appropriate response
- Use effective communication skills to identify the primary issue of concern requiring a response
- Respond appropriately within the boundaries of roles and responsibilities and determine the appropriate level of involvement
- Evaluate individual responses and reactions to situations and reflect on personal impacts
- Identify relevant organisational policies and procedures including the reporting and documentation of incidents
- Identify indicators of where stressful situations have impacted and understand the importance of self care strategies, supervision and debriefing

If you wish to register, please complete a registration form.

**Bookings essential**

# 9263 2122

or email [training@anglicarewa.org.au](mailto:training@anglicarewa.org.au)

  [anglicarewa.org.au/training-services](http://anglicarewa.org.au/training-services)



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