



## Counselling skills for non-counsellors: Knowing how to help within your limits.

**Practical, helpful strategies for when you find yourself in a counselling role.**

Many people find their workplace roles sometimes require them to engage in informal or emergency counselling for co-workers, customers, or clients. This can be a stressful situation when essential skills and know-how are not in place and may result in stress for the person providing impromptu counselling and a less than helpful experience for the recipient of well-intended support.

Understanding your feelings and reactions is an important factor determining the support you will need when providing support for others. This workshop will help you to know when you need to take action to set appropriate boundaries and engage in self-care strategies.

This workshop will provide participants with clear guidelines for responding to a range of challenging situations at work or in personal scenarios. Demonstrations, role-plays and practise sessions are designed to enhance participant learning and develop confidence.

Organisations who train staff with these skills can demonstrate a real commitment building a culture of respectful communication, healthy boundaries and resilience in the workplace.

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### Learning objectives of this training:

1. Recognise when someone is in distress and know how to respond effectively.
2. Learn about how high emotion effects the brain and disables some normally rational thinking.
3. Explore ways to keep calm when others are not.
4. Learn how to listen supportively without giving advice.
5. Know the limits of how much you can help and when to refer.
6. Learn techniques for responding to highly emotional or distressed people.
7. Apply strategies to include self-care and resilience in your workplace role.
8. Start building a set resources and referrals that you can share.



**Dr Ari Badaines** obtained his Ph.D. in clinical psychology from the United States. In 1980 he was awarded a one-year Post-doctoral fellowship with the National Institute of Mental Health in Washington, DC where he completed his certification requirements to be a psychodramatist. In 1984, Ari qualified as a Trainer-Practitioner-Educator by the American Board of Examiners, the highest level of certification in psychodrama and group work. In the 1980's he undertook training in Gestalt Therapy and from 1985 to the present he has been a member of the faculty of various psychodrama and Gestalt therapy training institutes. He is a qualified trainer in group therapy and has been on the training faculty of several group therapy training institutes in the UK, Sydney and Melbourne. Ari has facilitated experiential/therapy groups in over thirty countries and twice yearly he goes to the Northern Hemisphere to run trainings and experiential and training groups in the USA, UK, Europe, and Sydney each year.

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**This training may qualify for Focussed Psychological Strategies (FPS) CPD. Please refer to the Dept. of Health <http://www.health.gov.au/internet/main/publishing.nsf/content/mental-ba-focus#cpd> for more information.**

**View our range of training topics at [www.PDPseminars.com.au](http://www.PDPseminars.com.au) to choose from our in-house listings or have one of our calendar events conveniently delivered at your workplace.**



**ACA:** Members can accrue 12 CPD points.



**AASW:** Members can accrue 6 CPD hours.



**ACWA:** Members can accrue 6 CPD hours.

**PACFA:** Members can accrue 6 CPD hours.

**APS:** Activities do not need to be endorsed by APS. Members can accrue 6 active hours.

## Morning Session

Recognising the need for support.  
Brain changes in highly emotional states and how they effect thinking and behaviour.  
Boundaries: what's healthy and appropriate? How to apply boundaries with care and respect.  
Caring and respectful responses without giving advice.  
Demonstration and role-play.  
Practise session.

## Afternoon Session

Demonstration and role- play.  
Practise sessions.  
Knowing when to help and when to refer.  
Responding and de-escalating highly emotional or distressed people.  
Practise sessions.  
Building self-care and personal resilience.  
Resources and referrals  
Closing and evaluation.

***"This workshop will equip your team with the understanding, knowledge and communication skills to create a respectful, supportive and resilient workplace. That these skills will transfer easily into people's personal lives is a real bonus for all.***

Dr Ari Badaines

### How will you benefit from attending this training?

- Learn to recognise when someone needs support and how to respond appropriately.
- Develop respectful, caring and effective responses for use in both work and personal life.
- Become clear about your own limitations and learn to refer to helpful resources.
- Take away real-life strategies to include self-care and resilience in work and personal life.

### Booking process:

1. Request a quotation.
2. Agree upon a delivery date.
3. Arrange the 50% booking deposit.
4. Finalise balance of booking fee one month prior to the training.

### We include:

- Presenter travel and accommodation costs.
- Soft copy of all slides, notes and resources and evaluation.
- Individual attendance certificates for all participants.

**Contact our in-house program director 1300 887 622 or [info@PDPseminars.com.au](mailto:info@PDPseminars.com.au) for information, quotation or to have a helpful chat about the needs of your team.**

This seminar is suitable for people in any field of work who find themselves counselling people in the course of their normal day.

### Here is what people said about Ari's recent training for PDP:

*"Thank you for one of the most valuable learning opportunities I have ever had! Your passion for what you do is inspiring and I'm grateful for the opportunity to have been part of this training."*

*"Best, most informative workshop so far and just what I needed... Can't wait to put these skills into practice!"*

*"Ari, I loved it - the work... your management and generosity and humour. Thank you!"*

*"Absolutely brilliant (What can I say?!) Thank you so much for the privilege Ari."*

*"I loved the experiential training - please organise more with Ari. I feel he was very much himself and it allows spontaneity and good learning."*

*"This workshop was such a powerful, engaging experience and the skills that I will take from this will be so helpful in my therapy practice. Wonderful, thank you!"*

*"A fascinating workshop. Interactive and experiential, Ari had the ability to keep us engaged and interested and explained in a clear way making sure we 'got it' before moving on. I would recommend Ari's training and will do more with him again."*