



# Anxiety Disorders: recognising, understanding and responding.

**Exploring key characteristics to support informed and effective interactions.**

When does a normal stress response turn into anxiety? What is the difference between a panic attack and panic disorder? Would you recognise the symptoms of an anxiety disorder and know how to communicate effectively with a person who is experiencing an anxiety disorder? Almost 15% of Australians suffer from an anxiety disorder. Many people with an anxiety disorder function seemingly well, despite their symptoms, but suffer in silence. Over time, anxiety symptoms can be overwhelming and draining, and lead to unhelpful communication that, in turn, might worsen the situation.

This seminar will provide an understanding of anxiety disorders, including: an overview and the causes of anxiety disorders; generalised anxiety disorder; social anxiety disorder; agoraphobia; specific phobias, such as fear of heights, fear of flying, or fear of public speaking; and differentiation between a panic attack and panic disorder.

For all anxiety disorders, four areas will be explored: (1) clusters of symptoms, (2) the lived experience, (3) treatment options, and (4) helpful and unhelpful communication. Case studies and audio-visual material will be used to illustrate the lived experience. The presentation style will be interactive, encouraging participant questions and contributions.

## **Learning objectives of this training:**

1. Have an understanding of anxiety disorders.
2. Recognise key characteristics of anxiety disorders, including panic disorder, generalised anxiety disorder, social anxiety disorder, agoraphobia, and specific phobias.
3. Understand the lived experience.
4. Learn to distinguish between helpful and unhelpful communication when interacting with people affected by anxiety disorders.



**Renata Porzig-Drummond** is a lecturer at the Australian College of Applied Psychology in Sydney, specialising in the fields of mental health and psychology. She uses an interactive presenting style that encourages participation, and focuses on the practical relevance of the topic for participants' context.

Renata holds a PhD in Clinical Psychology and a BSc Psychology (Hon) from Macquarie University; a GradDip in Psychology and a BA from the University of Sydney; and a Certificate of Holistic Counselling from Nature Care College. Renata's research has focused on behaviour change and her research has been published in leading academic journals, including Behaviour Research and Therapy, Australian Social Work and Social Science & Medicine.

Renata's clinical experience includes crisis counselling, psychological assessment, and working with clients with depressive and anxiety disorders, OCD and ADHD. Renata is a member of the Australian Psychological Society (APS) and the International Coaching Federation (ICF).

**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.**

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Our continuing professional development events meet the quality standard recognised by relevant professional associations including psychology, social work, occupational therapy, mental health nursing, community work, counselling, psychotherapy and more.

*We recommend checking with your association for the correct calculation of points.*

A certificate of attendance for 3/6 hours of face-to-face training is issued for all participants.

**Session Outline  
3 hours  
(or 6 hours with  
practicum included)**

Overview of anxiety disorders  
Causes of anxiety disorders  
Panic attacks  
Symptom clusters, lived experience, treatment options, and helpful communication related to:

- Panic disorder
- Generalised anxiety disorder

**Short break**

Symptom clusters, lived experience, treatment options, and helpful communication related to:

- Social anxiety disorder
- Agoraphobia
- Specific phobias

Evaluation and closing.

***“This seminar will focus on (1) a deeper understanding of anxiety disorders, (2) skills in recognising symptoms clusters related to anxiety disorders, and (3) helpful and unhelpful communication when interacting with people affected by anxiety disorders.”***

Renata Porzig-Drummond

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

- Learn to identify patterns of symptoms relating to: panic attacks, panic disorder, generalised anxiety disorder, social anxiety disorder, agoraphobia, and specific phobias.
- Understand the lived experience of people with these anxiety disorders.
- Learn to distinguish between communication that is helpful and unhelpful when interacting with people with these anxiety disorders.

**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 resources.
- 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 training workshop is suitable for anyone without or minimal prior training or experience in mental health who may encounter people with mental health issues in their professional lives. These may include: coaches; HR professionals; some counsellors, psychotherapists and social workers (depending on their training); teachers, volunteers; community workers; and allied health professionals.

**Feedback form Renata’s recent presentations to health professionals:**

*“Renata’s enthusiasm, attention to detail, going over and beyond expectations made it an absolute pleasure.”*

*“The enthusiasm, knowledge on this subject and in general, and engaging teaching ability to teach made this an enjoyable and valuable training. Thank you!”*

*“Renata’s enthusiasm makes such a difference to the training. She is a very knowledgeable and positive trainer.”*

*“Renata was very encouraging of us to ask questions and engaging with her in a way that knowledge was fantastic and contributed to everyone’s learning. She was approachable and fair. Just great!”*

*“Renata’s knowledge and experience is impressive! She was well prepared, approachable and helpful throughout.”*

*“A very interesting topic – Renata was so helpful in terms of information and responding to questions.*

*Renata answered questions and managed the room skilfully. She created a wonderful learning environment and I learned so much to take into my practice.”*