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 pre-existing 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
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.
What some of our participants have to say

“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.”

“Re recommending to others. I would recommend the course to new starters and have a comprehensive debrief around the organisations policies and procedures and how they impact on the content.”

"Thank you to all involved in this work and helping to equip the average person to feel just that little bit more confident to offer support when its needed. I am sure this work and this commitment is saving lives. Well done!"

For more information:
E: workplacetraining@lifeline.org.au
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