

Knowing what to say and do when you are approached by someone in distress can feel overwhelming when you are not equipped with the specialist knowledge and skills to respond efficiently and effectively. By virtue of your role at work, there will be times when you may be the first point of contact for someone in crisis and needing immediate assistance or for someone just needing a bit of comfort or consoling. In community and human services we often fall into the roll of the 'Accidental Counsellor' without a professional framework in which to work with our clients. Even without a formal qualification in counselling it is important to have a tool kit of counselling techniques and questioning frameworks to provide the necessary support to clients when they are anxious, angry, experiencing grief and loss or a challenging time in their life.

In this workshop, we also show and guide you on a journey of self awareness to reflect on your personal values and beliefs and how they influence your own practice and interactions with clients. It is important to be aware of where your core values and beliefs derive from and how your thinking can influence how you communicate with others in distress or crisis because how you respond will create an impact. One of the aims of the presentation is to provide you with a framework to respond in a way that leaves you and the person in need of support or assistance feeling satisfied with the process and outcome of your interactions.

This workshop will provide you with all the necessary skills and tools to be able to respond appropriately, efficiently and effectively to people in crisis or distress either when you are the first point of contact or when there may not be a professional immediately available to refer to. You will learn general counselling techniques including different questioning frameworks in a given situation and how to de-escalate anxiety.

**By the end of this workshop it is envisaged you will be able to:**

1. Be aware of the impact that your personal values and beliefs can have when communicating with others and how you respond to their needs
2. Determine the urgency of a situation by utilising appropriate assessment skills and a crisis intervention model
3. Engage empathetically with others using specific counselling and communication skills
4. Identify and respond appropriately to ethical dilemmas as they arise
5. Maintain an appropriate level of involvement within clearly defined boundaries
6. Be ethical in your approach when dealing with sensitive information
7. Appreciate the importance of debriefing and seeking support after emotionally charged interactions
8. Develop and implement specific questioning frameworks to suit different situations

Amovita delivers training throughout Queensland and interstate, we also can tailor training to suit your organisational and staffing needs.



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