

## Accidental counsellor

**This course is for Cerebral Palsy Alliance employees**

### Who is this course for?

This course is for employees in any client or customer facing role or working with families of clients and customers. If this course is relevant to your role, please discuss with and get approval from your manager.

### What content does the course cover?

In this training session you will learn how to manage stressful situations, respond appropriately to people in distress and build personal resilience.

#### This includes:

- Learn how to recognise and manage strong emotions.
- Learn conversational tools to use in challenging conversations with others.
- Practice using strategies in a safe and supportive environment.
- Reflect on the effects of stress and 'running on empty'.
- Plan self-care strategies to fill their emotional reserve tank.

### What other details do I need to know?

**Attendance type:** Virtual

**Duration:** 3.5hrs

**Times:** Please select a course date below or if there are no dates please click Enquire

**Refreshments:** Please bring your own lunch (as required)

**If you need to cancel:** Cancellation guidelines

### Where can I get more information?

**Contact:** The Training Alliance team

**Email:** [training@cerebralpalsy.org.au](mailto:training@cerebralpalsy.org.au)

**Phone:** +61 2 9975 8715

#### June 2024

| Date   | Course                | Start time | Finish time | Location         |
|--------|-----------------------|------------|-------------|------------------|
| Wed 26 | Accidental counsellor | 9:30AM     | 1:00PM      | Virtual Learning |

#### October 2024

| Date   | Course                | Start time | Finish time | Location         |
|--------|-----------------------|------------|-------------|------------------|
| Thu 31 | Accidental counsellor | 9:30AM     | 1:00PM      | Virtual Learning |