

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

Phone: +61 2 9975 8715

October 2024

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