Professional development programs for community or corporate sector, education and health workers

**Accidental Counsellor**

This workshop is designed to assist employees who are not trained counsellors but find themselves in a "counselling role by accident" within their organisation and are not sure how to safely and with integrity contain the conversation and refer clients or customers to the correct therapeutic intervention. Participants will be equipped with a basic understanding of the communicative skills in counselling and their principles, to de-escalate situations confidently. Participants will use strategies to de-escalate situations in interactions with customers and clients, contain, set and maintain boundaries, build personal resilience to be effective in your role, understand touch points at which containment becomes important, learn strategies to be both assertive and respectful in achieving this and practice using these strategies in an instructional setting with a practitioner

**Accidental Mediator**

A lot of time can be used up dealing with conflict. Conflict can impact the achievement of performance goals and objectives especially when every issue is escalated when people are not able to reach agreement between themselves. The Accidental Mediator workshop is designed to assist people who are not trained to be mediators but find themselves in situations where they are “mediating by accident”. The workshop explores the nature of conflict and how it affects individuals in different ways.  The key principles of mediation are discussed and the range of available interventions are highlighted. A framework is introduced which is useful to facilitate a conversation between two or more individuals who are in conflict.

**Effective Group Leadership**

Deepen the use of key group work skills! This 2-day workshop develops the necessary skills for group leaders to facilitate creative group work. The training covers the principles of using creative group work techniques and tools. The focus includes changing group dynamics, trauma informed group work practice, increased understanding of motivational group work models for change and the use of practical creative exercises. All participants receive a Group Leadership Skills Report on their strengths and areas for development.

Effective leadership is a powerful phenomenon that uses a group leader’s own self confidence and belief systems. This workshop explores the belief systems and interpersonal communication needed by leaders to create vision, hope and a common purpose that unites the energy of the group members. The group leader’s subtle body language and self-presentation skills will be explored as they will impact on ultimate achievement of group members’ goals. Participants are encouraged to have completed basic group work and have some experience in running structured or less structured group work programs.

## **Effective Group Leadership with vulnerable communities**

The 2-day workshop develops the necessary skills for group leaders to facilitate group work with participants who have experienced past trauma.  The training covers the principles of using trauma informed group work techniques and tools, changing group dynamics, increased understanding of motivational group work models for change and the use of practical creative exercises. It also includes a focus on Impact Therapy and how it is used in group work to maximize multi-sensory, motivational, marketing and the use of psychological tools and maps to improve outcomes.

**Engaging men’s responses to violence**

This workshop explores key skills for working effectively with men’s responses to conflict situations using a child-centred approach. It explores practical ways workers can respond when working with men who experience high levels of conflict or use family violence in relationships. It focuses on early intervention work with these men so that they may access other behaviour change resources in their community.

This workshop explores how workers can better engage with men to increase their motivation to access further support to address family violence issues. It builds upon the worker’s experience and introduces a range of practical tools that can be used with clients in a variety of settings responses to conflict to build insight, responsibility and change.

**Engaging men in family based programs**

This workshop allows workers to provide more effective programs to men and families. The workshop explores the importance of the fathers’ role in family services and how programs can engage and support this opportunity. The workshop focuses on understanding what men might want when accessing community services, using strengths based approaches when working with fathers, engaging men’s in child protection and family based programs, exploring skills used to work with men in a non-threatening way and modelling effective, respectful and inclusive communication when working with men, working with fathers to increase their engagement in their children’s lives, engaging fathers using the father inclusive practice and the generative framework, effective ways for female workers to work with fathers.

**Responding to victims of Domestic and Family Violence: best practices for GPs and other health workers**

It can be difficult for general practitioners with little specific training to effectively assist victims of domestic and family violence. Given the level of shock and trauma victims have experienced, their presenting demeanour can often downplay the severity of what they have been through. Responding appropriately requires an understanding of this and evidence based best practice in terms of duty of care. This workshop covers important considerations for legal, psychological, and emotional as well as physical impacts. Ethical and legal responsibilities and guidance for referral are addressed to ensure patient safety.

**Tools for change using creative group work**

The workshop develops the necessary skills for group leaders to facilitate creative group work. The training covers the principles of using creative group work techniques and tools. The focus includes changing group dynamics, increased understanding of motivational group work models for change and the use of practical creative exercises. Participants are encouraged to have completed basic group work and have some experience in running structured or less structured group work programs.

**Introduction to working systemically with couples and families**

This two-day workshop aimed at anyone in the helping professions who is interested in working therapeutically with couples and families. You may be a counsellor with experience of working with individuals, looking to understand how the couple/family dynamic differs from a one to one setting; or you may be a GP who wants to learn new skills to relate empathically to families in your practice. Other professionals who might benefit from this workshop include psychologists, social workers, psychiatrists, teachers, mental health nurses and juvenile justice workers.

**Compassion fatigue and resilience**

Workers in the community sector can suffer compassion fatigue, burnout and even vicarious trauma. This workshop explores ways in which workers can recognise symptoms in themselves and others, use self-care strategies, and build resilience for themselves as practitioners.