



Accidental Counsellor, Managing Conflict & Self Care/Burnout Prevention

3 Sessions x 4 hour — Online Workshop

We often navigate difficult conversations with angry customers, defensive team members, emotional co-workers and anxious stakeholders. This workshop includes 3 main areas:

1. Accidental Counselling Skills
2. Conflict Management Skills, and
3. Self-Care.

Participants will develop confidence and tools to use when dealing with hard conversations and the ability to protect themselves from being adversely affected by other people's behaviours.

Learning Outcomes:

Accidental Counsellor and Self Care

- Understanding the way our body and brain responds to stress – and the impact on the rational cognitive capacity of distressed people
- The accidental counsellor skillset – active listening skills and containment strategies
- How to set up a supportive conversation that lets someone else feel listened to and empowers them to help themselves
- How to respond to threats of self-harm or initiate the conversation when you are concerned about someone's safety
- How to identify the signs of burnout or vicarious trauma
- Strategies for self-care so you don't become overwhelmed
- Developing healthy habits and making change in your own life.

Managing Conflict

- Understanding the types and causes of conflict
- Ability to analyse the context of conflict and contributing factors
- Understanding individual responses to conflict (including conflict modes, cultural differences, personality differences)
- Knowledge of factors that escalate and complicate, and how these can be minimised
- Understanding the neurobiology of the stress response
- Development of the active listening skillset – *L.E.A.R.N. to Listen*
- Improving your assertive communication skills
- Learning to Manage 'High Conflict Personalities'.

Program & Course Details:

| Date | Time | Venue | Costs (incl GST) |
|-------------------------------|------------|-----------------------------------|--|
| 1st Session: 14 April 2021 | 9am to 1pm | Online Sessions via Zoom | <ul style="list-style-type: none">• CCANSW Member: Free for the first 2 registrations from a financial CCANSW Full Member. This offer is available to members that have not already utilised this membership benefit during the 1 July 2020 to 30 June 2021 period this Accidental Counsellor, Managing Conflict & Self Care/Burnout Prevention workshop.• CCANSW Member: \$595 per person (for additional registrations)• Non Members: \$995 per person. |
| 2nd Session: 21 April 2021 | 9am to 1pm | | |
| 3rd Session 28 April 2021 | 9am to 1pm | | |

Handouts: Will be forwarded to participants, allowing participants to print them ahead of time to take notes.

Course Delivery: This is an official CCANSW Training Course, using the services of a qualified facilitator. The course has been customised for CCANSW requirements, with relevant industry scenarios.

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REGISTRATION FORM

Accidental Counsellor, Managing Conflict & Self Care/Burnout Prevention 3 Sessions x 4 Hour — Online Workshop

| | | | | |
|--|---|--|---|----|
| Main Contact Details: | | | | |
| First Name: | | Family Name: | | |
| Organisation: | | | | |
| Address: | | | | |
| Suburb: | | State & Post Code: | | |
| Phone | | Email Address: | | |
| Course Details: | | | | |
| Date: | 1st Session: 14 April 2021 2nd Session: 21 April 2021 3rd Session: 28 April 2021 | | | |
| Time: | 9.00am to 1.00pm | | | |
| Venue: | Online Workshop - via Zoom | | | |
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| RSVP: | Course participant numbers are limited, so please register ASAP. | | | |
| Attending: (Please copy and complete form if registering more than 3 people) | | | | |
| Name & Email: | CCANSW Full Member: Free for the first 2 registrations from a financial CCANSW Full Member (see above condition) | CCANSW Member: \$595 per person (incl. GST) (additional registrations) | Non Members: \$995 per person (incl. GST) | |
| 1: N: | | | | |
| E: | | | | \$ |
| 2: N: | | | | |
| E: | | | | \$ |
| 3: N: | | | | |
| E: | | | | \$ |
| Total cost now due: | | | | \$ |
| Payment: This document will be a TAX INVOICE for GST when you make a payment (GSTR 2000/17). ABN 29 585 601 087 | | | | |
| By EFT: BSB: 032-006 Account No: 48-4903 Please quote company name as reference & return completed Registration Form to the Secretariat to ensure registration. If your Registration Form is not returned, we are unable to register you! | | | | |
| Registration Cancellations & Refunds: | | | | |
| Registration cancellations received in writing by the CCANSW Secretariat prior to 31 January 2021 will incur a \$200 cancellation fee. Thereafter, no refunds will apply, however substitute delegates will be accepted without penalty. | | | | |
| Please return to CCANSW Secretariat via email: E: mary.reid@afei.org.au P: 0407 061 637 PO Box A233, Sydney South NSW 1235 | | | | |