



RIPPLE
LEARNING

Accidental Counsellor

Training that provides the skills for you to more confidently navigate challenging personal conversations you may be drawn into as a manager or employee

When a client, colleague, customer, family member or friend is upset, overwhelmed, or distressed, it can be difficult to know what to do

Accidental Counsellor training gives attendees the skills to have a safe conversation, either internally with colleagues or externally with clients or customers

Workshop Content

- How to recognize the signs of stress and distress in clients, colleagues, family and friends
- How our brains and bodies respond to stress/distress and the impact that it has on our capacity for rational problem-solving in the moment
- When and how to start the conversation and how to engage empathetically while maintaining your emotional safety
- What the vulnerable person needs from you to be able to talk safely about what is going on for them
- Learn how to listen deeply to provide appropriate support in the moment
- What can get in the road of ensuring a vulnerable person feels deeply heard
- How questioning techniques can be used to empower the vulnerable person to take action and connect with appropriate supports
- How to respond appropriately to support someone who is having a panic attack
- How to respond appropriately when you are concerned about suicidal ideation or non-suicidal self-injury and provide referrals to ongoing support
- How to wrap up an emotional conversation respectfully
- Strategies to maintain appropriate boundaries and ensure self-care

Making a Social Impact

100% of profits are distributed to fund the core services of effective youth mental health organisations

Our Facilitators

Experienced mediators, counsellors, psychologists, general managers and HR professionals with relevant professional qualifications and accreditations who are currently working with clients as well as providing training and workshops

Workshop Format

Face-to-Face (at your place)
Online (Zoom or other platform)
Hybrid (to suit your needs)

Workshop Length & Cost

One to Two hours	\$985 + GST
Half Day	\$1,985 + GST
Full Day	\$2,985 + GST



info@ripplelearning.com.au



1300 262 077

Ripple Learning Workshops

Delivered in 1-2 hours,
half-day or full-day formats

Managing Conflict

Conflict Resolution
Courageous Conversations
Difficult Conversations
Conflict Resolution & ADR for
Construction
Negotiation Skills

Boost Performance

Performance Management
Giving and Receiving Feedback
Engaging with 'Why'
Maximising Motivation
Performance for Hybrid Teams

Strengthen Wellbeing

Accidental Counsellor
Mental Health First Aid
Youth Mental Health First Aid
Stress Management
Building Resilience
Employee Wellbeing
Food for your Mood

Ripple Learning Short Sessions

Delivered in 1-2 hours

Foundational Interpersonal Skills

Deep listening (Active Listening) skillset
Assertive Communication skillset

Conflict Series

Understanding conflict (how to analyse and deconstruct a conflict and move forward)
Understanding individual differences in conflict (how our personality, culture and well-being affect our response)
Skills to de-escalate conflict in the moment
Communicating assertively (how to speak directly and respectfully and ensure you're heard)
Managing high-conflict personalities (what to do when nothing seems to work)

Boosting Performance Series

Understanding motivation
Giving and receiving feedback
Coaching to enhance performance

Resilience Series

Understanding resilience and stress
Physical resilience (food for your mood)
Physical resilience (sleep and exercise)
Emotional resilience (mindfulness, breathing, connectedness)
Cognitive resilience (flexible thinking, locus of control)
Spiritual resilience (ensuring clarity of purpose that is aligned with values)
Self-management (time management, structured problem-solving, perfectionism and procrastination)

Wellbeing Series

Food for your mood
How to boost your energy
General wellbeing



Ripple Learning Ltd is a social enterprise and registered charity

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