

# Workplace and Community Training

General Information

Lifeline Workplace and Community Training offer a range of training programs that build resilience in organisations and communities.

In our daily lives at work, at home and in our communities, we may come across people in distress. Without the right training, it is difficult to know how best to support them.

Having some foundational skills in how to recognise and respond to these types of contacts can be helpful and may take some pressure off in the moment.

Lifeline's Community and Workplace Training courses are grouped into three categories; Peer Support, Self Care, and Domestic and Family Violence.

Each course is based on our commitment to building resilience in people, organisations, and communities.

The courses are designed around the Recognise, Respond and Refer framework and are designed for people with no pre-existing skills or knowledge.



**“This course was exceptional - best work training I’ve done. The trainer’s knowledge, expertise, and approach to teaching created a safe and welcoming learning space.”**

**Our programs are developed by trainers and subject-matter experts, with continuous improvement strategies in line with the needs of communities.**

## Course Delivery

- Our courses are a blend of instructor led and self-led courses.
- The instructor-led courses can be delivered virtually or face-to-face, providing an interactive and thought provoking learning experience.



## Peer Support courses

### Accidental Counsellor

Accidental Counsellor training is underpinned by peer support principles and is aimed at those who would like to be able to safely and effectively support colleagues, family, friends and strangers who are in distress or experiencing a crisis.

At the end of this course you will be able to:

- Apply the principles of recognise, respond and refer to someone who is experiencing an emotional crisis
- Demonstrate key communication skills
- Define the importance of self-care

### Managing Challenging Interactions

In some jobs, employees will find themselves managing emotionally charged interactions on a regular basis. Having a sound understanding of the reasons for challenging behaviours, how to manage and de-escalate that behaviour, and how to look after yourself in the process, is essential for safe and effective responses in challenging situations.

After completing the course, participants will be able to:

- Identify strategies to maintain resilience
- Practice using the CARP model to manage challenging interactions
- Apply de-escalation techniques to manage unacceptable behaviour
- Identify ways to respond to people who may be suicidal.

## Self-care courses

### Mental Health and Wellbeing

Lifeline's Mental Health and Wellbeing training is an evidence and practice informed mental health awareness course that demystifies and explains current concepts and thinking around mental health and the factors that support wellness.

At the end of this course, you will be able to::

- Explore your emotional state
- Develop strategies to build resilience, and
- Proactively plan your individual self-care

### Vicarious Trauma

Vicarious trauma is a natural response when someone is exposed to trauma stories and experiences of others. It is not a sign of weakness, it's an occupational risk faced by anyone who is exposed to severe and ongoing trauma at work. This course explores and highlights the importance of learning skills in guarding against vicarious trauma including the practice of regular self-monitoring and self-care activities.

At the end of the training participants will be able to:

- Define vicarious trauma and distinguish it from compassion fatigue and burnout
- Recognise the signs and symptoms of vicarious trauma
- Describe impacts and effects of vicarious trauma
- Develop strategies for self-care and resilience to manage the risk of developing vicarious trauma
- Identify organisational strategies and practices to support employees to feel safe at work.

# Domestic and Family Violence courses

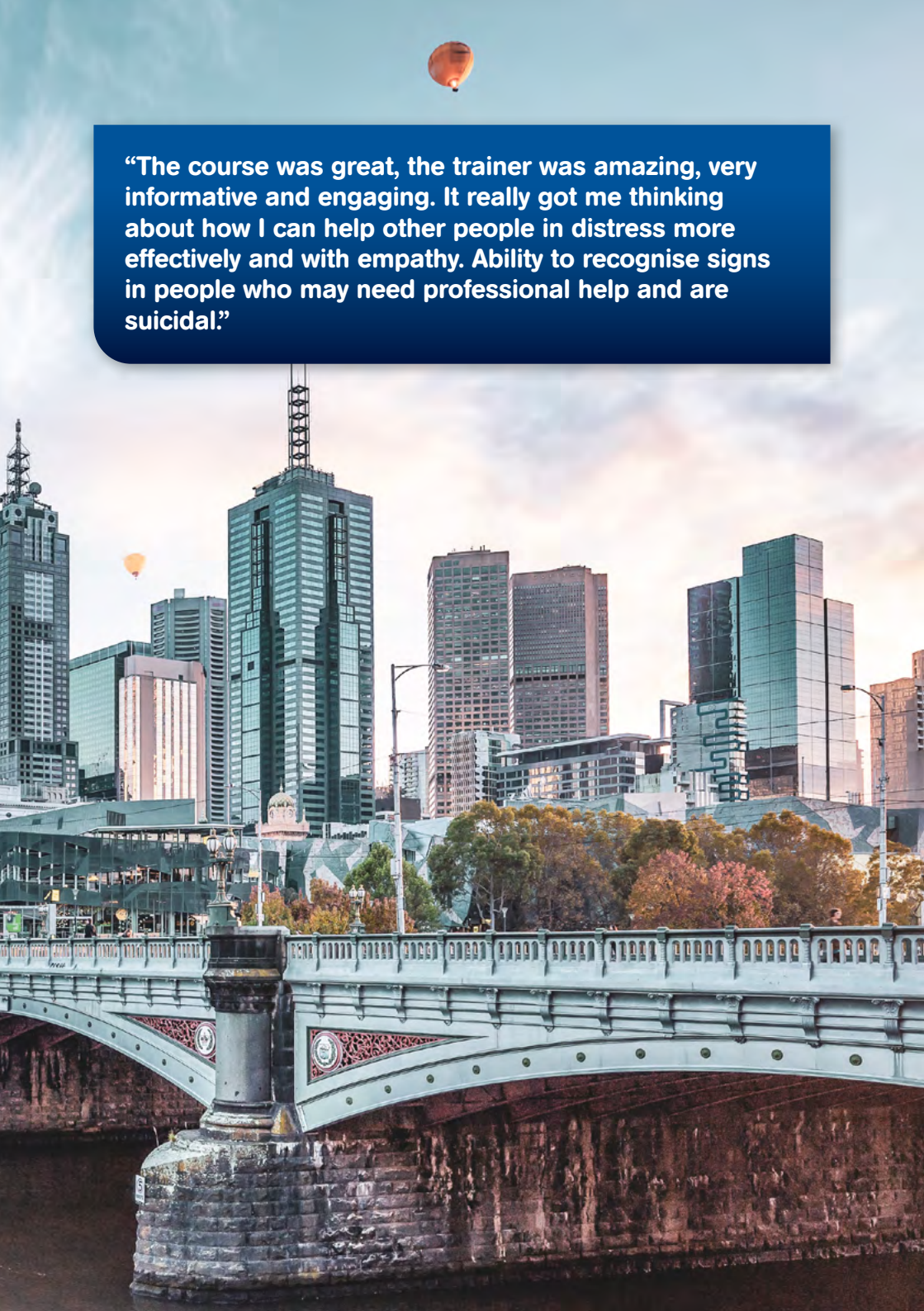
## Introduction to Domestic and Family Violence

This course will provide a high-level understanding of what to do and what not to do if you suspect someone is experiencing DFV.


At the end of this course, you will be able to:

- Understand what domestic and family violence is.
- Explain the main causes and prevalence of domestic and family violence.
- Outline the different categories of domestic and family violence.
- Know what to do and what not to do if you suspect someone is experiencing domestic and family violence.



A cityscape featuring a prominent bridge in the foreground, likely the Sydney Harbour Bridge, with a stone pier and ornate metalwork. The background is filled with modern skyscrapers and buildings, some with glass facades. A hot air balloon is visible in the sky. The scene is set during the day with a clear sky.

**“The course was great, the trainer was amazing, very informative and engaging. It really got me thinking about how I can help other people in distress more effectively and with empathy. Ability to recognise signs in people who may need professional help and are suicidal.”**



**Lifeline Australia delivers education and training programs focusing on building resilience, suicide awareness and prevention.**

**For more information:**

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 **Lifeline**