



TOOLS FOR THE ACCIDENTAL COUNSELLOR

What to do after RUOK?

This workshop equips you with the skills and knowledge to effectively support those experiencing emotional distress and crisis situation



Liana Busoli (M Couns, GradCert, BA) is an experienced counsellor and trainer, offering evidence-based, holistic approaches to well-being. Known for her humor and authenticity, Liana equips participants with actionable tools for better mental health, drawing from her diverse collaborations with organizations across sectors.

TESTIMONIALS

The presenter was seriously good, presenting a difficult and confronting area in a sensible and practical manner.

The trainer clearly cares deeply and is very knowledgeable about the subject and this came through in the training.

CONTENT

- **Demystifying Mental Health:** Understand mental health, mental illness, and overall well-being.
- **Crisis 101:** Learn what constitutes a crisis and how to identify one before it escalates.
- **Spotting the Red Flags:** Recognise the early signs of mental distress.
- **The Power of Listening:** Hone your communication and active listening skills to make a real impact.
- **Strategies for Crisis Management:** Techniques for effectively dealing with individuals in crisis situations.
- **Referral Know-How:** Understand when and where to direct someone for specialised help.
- **Self-Care:** Discover self-care practices to aid in prevention of vicarious trauma.
- **Healthy Boundaries:** Learn the art of setting meaningful and health-promoting boundaries.

OUTCOMES

- **Crisis Support:** Recognise the signs of a crisis, respond appropriately, and make informed referrals.
- **Improved Communication:** Develop your active listening skills and the art of gentle questioning to better support those in need.
- **Self-Care:** Understand the crucial role of self-care and how to set meaningful boundaries for long-term well-being.

Empower yourself to be a lifeline

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