

Loss & Grief



FIRST AID

2 Day Workshop

Presented by
Beate Steller

M.A. Ed, B.S.W. (Hons), R.N.

2 Day Workshop

When: Thursday, 23rd February 2012
& Friday, 24th February 2012

Time: Thurs 9.30 - 4.30pm
Fri 8.30 - 3.30pm

Venue: NALAG Centre for Loss & Grief
Welchman Street,
DUBBO, NSW

Cost: \$340.00 (inc GST)*
***Early bird Special.**
To take advantage of this offer you must register and pay online by Friday 20th January 2012. Places limited so register early.

\$380.00 (inc GST)
Non NALAG Member

\$330.00 (inc GST)
NALAG Member

The attendance fee is inclusive of morning tea lunch and afternoon tea, conference package/resources and certificate of attendance.

Join NALAG today to receive the discount on this seminar. Annual Individual Membership only \$50.00.

Group concessions available. Please enquire.

Often in our professional and private lives we can find ourselves in a counselling role administering loss and grief "first aid" when we are not professionally trained as counsellors. Having the skills to know how to respond appropriately and compassionately in these situations is an invaluable tool.

About the Workshop

Learning how to provide "loss and grief" First Aid will enable you in a constructive way to be part of a person's grief journey. You will recognise where your role begins and ends in 'first aid' and how to refer people appropriately to 'doctors' – professional and specialist in the area.

This two day course will give you with the necessary knowledge and skills for providing "First Aid" to a person experiencing sudden, anticipatory, disenfranchised or ongoing loss. You will gain an understanding of the grief process and consider the impact of culture, your personal history have upon your interactions with clients who are seeking support in their loss.

Learning Outcomes:

- Identify the qualities and skills required by a "Loss and Grief First Aider"
- Define and practice a range of basic counselling skills relevant to their role
- Assess the needs of grieving people and refer appropriately
- Identify the needs of grieving people
- Explain the current models applied in grief and bereavement counselling
- Demonstrate a variety of communication skills including connecting, effective listening, questioning and reflecting feelings
- Use the skill of 'Normalising' appropriately
- Outline clearly the boundaries for their own role and with the client
- Identify a variety of self – care strategies



NALAG Centre for Loss & Grief, Dubbo
National Association for Loss & Grief (NSW) Inc



PROGRAM

Day 1

- 9.00 am REGISTRATION
- 9.30 am Welcome, introductions and overview of the day
- 10.00 am What is the role of the Loss and Grief First Aider?
Know your values and motivation in First Aid?
- 11 am MORNING TEA
- 11.15 am Overview of the Counselling process
Practicing the skill of reflective listening, reflecting feelings and normalising
'Being' rather than 'doing' in loss
- 1.00 pm LUNCH
- 2.00 pm questioning skills and understanding empathy
- 3.15 pm AFTERNOON TEA
- 3.30 pm Know your boundaries in First Aid and the importance of debriefing
- 5.00 pm Close of day 1

Day 2

- 8.30 am Welcome back and overview of the day two
What are the most challenging issues when working with grief and loss?
Debriefing personal reflection activity and reflecting on lessons learned from own grief
Understanding the range of normal grief responses
- 10.30 am MORNING TEA
- 10.45 am Recognising secondary losses and frameworks that help us understand the grieving process
First Aid in loss and grief: communicating with a bereaved client – how to listen and what to say. What do grieving adults need?
- 12.30 pm LUNCH
- 1.30 pm Community responses to loss and rituals, referrals and resources that help the grieving
- 2.30 pm AFTERNOON TEA
- 2.45 pm Self-care in grief and loss work
Creating a customised First Aid Kit for your work
- 3.30 pm Evaluation certificates and close

About the Presenter

Beate Steller currently works as a Team Leader in Residential Aged Care in Spiritual /Pastoral Care and until recently was Lifeline's (Sydney/Sutherland) Telephone Counselling Trainer for 9 years. With both graduate and post graduate qualifications in Adult Education, Social Work and Nursing she has worked overseas and predominantly with people from culturally and linguistically diverse backgrounds and with Indigenous communities. Beate has thirty years of experience working in a variety of areas such as in palliative care, unemployment support, aged services, relationship education, strategic planning, team building and community housing. She has worked mainly in the community sector and also for local and state government and the private sector. Beate has managed her Training and Development business for the last 10 years.



This seminar is suitable for:

Anyone who would like a greater understanding of the skills to support grieving adults, counsellors, service providers in health, education, family care, community, justice, police, housing, migrant, welfare, volunteer, local council and multi-cultural services.

How to Register:

Online:

To register and pay online please click here to be taken to our website www.nalag.org.au/events.html

Request an Invoice:

If you require an invoice please complete a Registration Form and return via fax, email or mail.

Email/Fax:

E: paulah@hwy.com.au

Fax: 02 6884 9100

By Mail: PO Box 379, Dubbo NSW 2830

Registration Forms

Available to download from our website www.nalag.org.au

Bookings and Enquiries:

NALAG Centre for Loss & Grief
Dubbo

Ph: 02 6882 9222

Or Email: paulah@hwy.com.au