



TRAINING COURSES

FOR COMMUNITY SERVICES AND
HEALTHCARE ORGANISATIONS



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COURSES FOR MANAGEMENT AND HR STAFF

MANAGE AND SUPPORT OTHERS

Managing Workplace Mental Health

This positive and practical workshop is designed for those who supervise and support others and looks at general understandings of mental health issues, what to look out for, how to support staff and legal compliance/duty of care requirements for managers.

Everyday Counselling Skills two days

Develop skills to respond to everyday situations when we are called upon to counsel, support or provide feedback to others.

Strengths-based Performance Management

In the past, performance management used a deficit-focused model that relied on identifying gaps in an employee's performance and requiring improvement, often resulting in a perfunctory yet stressful process.

Strengths-based performance management is an alternative approach for those who want to get the best from their people. It identifies an employee's strengths and assets, and how these can be best utilised to improve performance and achieve workplace goals.

Managing Challenging Personalities

This evidence-driven session draws on psychological research to develop skills for dealing with difficult people. Exploring areas such as human motivations, communication styles and personality spectrums, it will equip you to build stronger relationships and better manage challenging conversations.

Develop Your Emotional Intelligence

A high EQ will help us better manage our relationships and can have significant benefits in terms of building rapport with clients and colleagues, negotiation skills, managing a stressful environment, dealing with deadlines, managing change and functioning as a team player.

Debriefing Skills

This practical course takes a structured and planned approach to the art of debriefing and develops a suite of skills for doing it effectively. The skills covered are applicable to the debriefing of critical incidents and emergencies, but can also be applied to the reflective analysis and evaluation of new experiences, major projects and staff or organisational review.





OPERATIONAL AND ADMINISTRATIVE SKILLS

Risk Management

A beginners' guide to understanding risk management and developing a risk management plan for a specific project or area, or for your whole organisation. This course will help you identify and assess specific risks, minimise the chance of them occurring, and mitigate and treat common risks.

Grant Writing

Any community organisation knows that reliable funding is the cornerstone to being able to deliver your services and achieve your objectives. So why do some community organisations write grant applications so successfully and others continually struggle?

This practical and revealing course examines what funding bodies are really looking for and how to maximise your chances of success.

Strategic Planning

Strategic planning is all about taking a structured 'big picture' approach to achieving your organisation's mission and objectives. Strategic planning skills are also useful when approaching individual projects or areas of development.

This practical and empowering one-day course will provide you with a flexible template for creating a strategic plan and the skills and resources to create something that works for you.

We also offer a separate course which focuses on **Business/Operational Planning** for those who already have a Strategic Plan in place.

Managing Others - new leaders and supervisors two days

This empowering and practical course is designed for new and emerging leaders and supervisors who would like to enhance their skills to manage others. Ideally presented in a two-day format, it looks at leadership styles and key competencies and how to support, coordinate and develop a team of staff.



COURSES FOR COMMUNITY SERVICES PROFESSIONALS AND FRONTLINE SUPPORT WORKERS

MENTAL HEALTH

Mental Health First Aid two days

This internationally recognised two-day crisis response course is the mental health equivalent of standard First Aid. A two-day interactive course, MHFA will equip you with the skills and resources to recognise and respond appropriately to someone experiencing a mental health crisis, until professional help arrives.

We offer these course options:

- ✓ Standard Mental Health First Aid (2 days)
- ✓ Youth Mental Health First Aid (2 days)
- ✓ Aboriginal and Torres Strait Islander MHFA (2 or 3 days)
- ✓ Refresher Course (half day)
- ✓ Blended Delivery MHFA in the Workplace (self-paced online learning, plus half day)



Mental Health Communication and Support

This course explores common issues such as depression, anxiety and substance misuse, as well as more acute conditions such as psychosis, personality disorders, and cognitive impairments, along with self-harm and suicide ideation. The course focuses on how to recognise warning signs of mental health issues in self and others, and what to do in response. We explore preventative measures, how to talk about mental health, intervention skills and how to find appropriate help.

Trauma-informed Care

The experience of trauma has a ripple effect throughout a person's lifetime. It can influence the way they think, work, form relationships and the choices they make, years after the incident. This insightful course explores what we know about trauma and how it presents in people's lives. It will assist participants to better understand the trauma experience and equip them to provide more appropriate and empathetic services.

We also offer a specialist course focusing on **Intergenerational Trauma** and another on the potential for **Post-traumatic Growth**.

Recovery-oriented Practice

Service providers and practitioners need to take an individualised, strength-based approach to service provision and be able to form strong recovery alliances. This workshop will identify ways staff can build the type of trust that is crucial to the recovery relationship and enhance their ability to provide care that is responsive to individual circumstances and preferences.

Mood Tools: Regulating Emotions for Self and Clients

Our moods and emotions can be a powerful force in our lives, impacting work, relationships, productivity and ultimately our quality of life. Rather than exploring the causes of mental health issues, this course focuses on tools that can be used to manage moods and deal with emotions more effectively, and is ideal for health professionals and support workers supporting someone who is challenged by mood management.

Suicide Prevention

This lifesaving course is all about what ordinary people can do to reduce the risk of suicide among colleagues and the wider community. We explore preventative measures, how to talk about suicide, intervention skills and how to get help.

We also offer a separate course called **Suicide Prevention Plans**, which is designed to teach people who work with at-risk groups how to support clients to develop a powerful prevention tool which contains personalised strategies which a suicidal person can draw upon, even if they are alone when considering an attempt.

Alcohol and Other Drug Use and Addiction

Designed for anyone working in human services, community or caring professions, this course provides insight and practical skills for working with people who face issues with substance use.

Taking an evidence-driven and non-judgemental approach, this course provides foundation knowledge for working with people dealing with risky habits or addiction, along with an overview of what helps to break the cycle.

Dual Diagnosis (substance use and mental health)

Over half of people with a serious mental illness are known to misuse substances, while 84% of substance misusers have some sort of mental health disorder.

This course explores the complex interrelationship between mental health and substance use and provides an evidence-based approach for prevention, recovery, harm minimisation and providing holistic support.

Dual Disability (disability and mental health)

Like any of us, people with disabilities experience mental health disorders. Yet, identifying and responding appropriately to mental health issues can often be complex when the person also has other disabilities. How do “psychosocial” and other types of disabilities interact, and what skills do workers need to identify and support clients with a dual diagnosis?

Understanding and Managing Series

This series of specialist courses explore a range of mental health conditions. In addition to building knowledge about causes, symptoms, types and characteristics, we build capacity and skills to provide support to clients experiencing each condition. We also explore best practice management for recovery.

Topics include understanding and managing:

- Depression
- Stress and Anxiety
- Personality Disorders
- Obsessions and Compulsions
- Self-Harm
- Psychosis
- Eating Disorders
- Alcohol and other Drug Issues

Mental Health and Wellbeing for Seniors

Mental health symptoms and best practice responses do vary with age, and age-related cognitive changes also impact mental health. This practical training session will help participants gain an understanding of the mental health issues facing older people and respond effectively to the needs of clients and loved ones.

PERSONAL WELLBEING

Vicarious Trauma

Traumatic events often have a second wave of impact on the professionals who support the direct survivors. In doing the important work of engaging with and helping those who have been traumatised, supporters are often personally impacted by the “ripple effect” of vicarious trauma. This course explores the impacts of vicarious trauma on professionals and how we can prepare for and recover from it.

Personal Wellbeing and Self-care

Wellbeing is not just the absence of illness. It is a whole-of-life concept which is strongly linked to happiness and life satisfaction, along with resilience and our ability to cope with adversity.

Emphasising prevention opportunities, this practical and fun course introduces eight domains of wellbeing and looks at practical ways participants can build and maintain their personal wellbeing and practise self-care.

Positive Psychology and Resilience

Drawing on decades of peer-reviewed research, this course offers a suite of practical, evidence-driven tools for increasing resilience and maintaining psycho-social wellbeing.

Resilience in Times of Change

How do we maintain our equilibrium in this new reality, cope with adversity and move forward with confidence in an uncertain world?

This course draws on evidence-based research in the areas of change management and mental health and resilience training, to provide an effective toolkit for the future. Pragmatic, enjoyable and accessible, it introduces a range of real-world skills for managing change, building resilience and proactively maintaining wellbeing.

Mindfulness

A powerful but easy to learn mental technique, mindfulness is clinically proven to promote balance and wellbeing while helping to prevent, or promote recovery for, a wide range of mental disorders including anxiety, depression and PTSD.

This course introduces a range of mindfulness tools and provides participants with the foundations for establishing a daily practice. We also explore how the tools can be used in various life contexts such as the workplace, parenting and mindful eating.

Critical Incident Preparation and Responses

Living through a critical incident has a profound impact on the human psyche and many of us struggle to grapple with these realities and their implications. This course provides tools to help us prepare, both practically and psychologically, for critical incidents and explores ways to help with recovery and move forwards afterwards.

Personal Safety in Diverse Environments

Designed for Outreach Workers and those who make client home visits or undertake field work, this essential safety course prepares participants for a range of risks and uncertain situations.

Focusing on pragmatic measures which are adaptable to a range of situations, this course provides participants with a step-by-step plan for ensuring personal safety and safeguarding the wellbeing of themselves or others even in unfamiliar and unpredictable locations.

SERVICE DELIVERY AND PROFESSIONAL PRACTICE

Defensible Documentation

This important and practical course will help participants improve their records, making them more effective, relevant and efficient. It includes direct practise of all the skills covered, with individual feedback, along with take-home tools and templates for use in future writing.

Professional Boundaries

Designed for anyone working with people, especially in the health, community or education sectors, this training explores how we can create positive, effective relationships within appropriate legal and ethical parameters.

This course looks at boundary frameworks and helps workers identify appropriate boundaries when working with clients, colleagues and the wider community, while remaining caring and compassionate.

Understanding Neurodiversity

Based on the social model of disability, and taking a strengths-based perspective, this course explores neurodiversity simply as a type of human variation.

We explore common traits, characteristics, preferences, differences and strengths, and look at ways we can better understand and support neurodiverse clients and stakeholders.

Understand and Avoid Restrictive Practice

This course develops a thorough and nuanced understanding of the nature of restrictive practice and why it is something our sector is moving away from. We explore the legalities and practical issues associated with restrictive practice and develop a range of alternative skills to help make it unnecessary.

Individualised Services and Person-centred Care

This course develops participant skills in person-centred practice and builds capacity to identify and address each client's individual preferences, needs, strengths and individuality. Drawing on concepts such as strengths-based practice and self-determination, it provides practical tools to utilise in the workplace.

Better Professional Writing

Intended for people who use writing in their professional lives and would like to enhance the style, impact and clarity of their work. It is designed for those who already have a good grasp of the basics such as spelling and grammar and are ready to elevate the quality and impact of documents.

Sensory Wellbeing and Grounding Tools

Emotional grounding techniques are sensory experiences which anchor us in the present and help us manage emotions and maintain wellbeing. This course explores a range of sensory activities which can be used as individual coping tools and to enhance personal wellness.

The activities are easy, safe, low-cost and most are suitable for children and adults. They can be especially helpful for people who experience depression, anxiety, PTSD, dissociation, trauma or chronic illness.

Time Management Tools

We all get 24 hours per day, 365 days per year, but some of us seem to use that time more effectively. This course looks at a range of proven and effective tools to help you organise your life and make the most of your limited time.

Client-centred Plans

This workshop is designed to help staff refine and develop their skills in service planning and create more effective and personalised documents to serve as a “roadmap” for each individual client’s personal journey towards wellbeing.

Dignity of Risk

The right to take personal risks and make mistakes is fundamental to our humanity and independence. Regardless of vulnerabilities, part of ensuring human dignity is accepting the right of each person to take risks and make choices. This course explores how we can ensure that legal and safety requirements are met while maximising an individual’s self-determination and freedom.

Responses to Domestic and Family Violence

One in three Australian women and one in nine men have experienced violence at home, and every week one woman is killed by an intimate partner.

Drawing on many years of research and providing evidence-based tools, this course helps participants understand the complex forms of domestic violence, recognise the signs of abuse and provides them with the skills and resources to offer appropriate responses and support.

Provide Remote Support (telephone and internet)

Many of the communication cues we rely upon when connecting with others are non-verbal indicators such as body language and facial expression. When separated by distance, it takes a special set of skills to establish rapport, gauge client reactions and ensure clear understanding.

This course is designed for anyone who deals with clients or stakeholders via telephone or internet and would like to develop specialist skills for this unique environment.

Solution Focused Therapy

Solution Focused Therapy is a highly practical, outcome-oriented approach which can achieve short-term resolution of a range of personal problems and issues. Applicable across diverse health, community and education settings, it is a form of structured counselling which supports clients to generate their own solutions.

Dialectical Behaviour Therapy (DBT) Tools

DBT treatment is a powerful cognitive-behavioural approach, which helps people integrate the seemingly opposite strategies of acceptance and change. DBT is well known for its use as a treatment for personality disorders. It can also be helpful for changing behaviour patterns such as self-harm, suicide ideation and substance abuse.

This practical course introduces the concepts behind DBT and provides a suite of practical tools for personal or client use.

Prevent Abuse and Neglect

We all know that prevention is better than cure, but too often our responses to situations of abuse and neglect are left until after harm has been caused. While not every situation can be predicted, this insightful course explores ways that professionals, support workers and family members can take steps to recognise and prevent abusive situations before they occur.

Coercive Control and Gaslighting

Not all abuse is physical. Coercive control is a pattern of behaviour such as assault, threats, humiliation and intimidation that is used to harm, punish, or frighten their victim. It is often associated with gaslighting which is a form of psychological abuse where the perpetrator makes someone question their sanity, perception of reality, or memories.

This insightful course explores the nature of these behaviours and empowers participants to recognise and ultimately combat them.

COMMUNICATION AND INTERPERSONAL SKILLS

Collaboration and Conflict Resolution

So much of what we do relies on our ability to work collaboratively with others, yet this is a skill most of us have never been taught. This powerful course is ideal for anyone who works as part of a team which includes diverse and conflicting perspectives. We explore what it takes to understand others better and work together more productively.

Group Facilitation Tools

Designed to develop skills to lead and facilitate group activities and discussions in a variety of community, professional and health settings.

We explore how to lay the foundations for effective group processes and what it takes to create safe spaces and keep participants engaged. We will develop the skills required to “hold the space” for groups and encourage healthy sharing and respectful exchange, while managing personalities and challenges.

De-escalating Conflict and Aggression *Prevent violence and defuse situations*

How we respond to a potential crisis can make the difference between smooth resolution and an emergency situation.

This popular course provides tools and techniques to empower participants to respond appropriately to threatening, violent or aggressive behaviour.

Advanced De-escalation *Specialist skills for volatile situations*

Building on the general skills and techniques covered in the introductory course, this course covers more specialist situations and behaviours which any of us could encounter in the community.

DIVERSITY AND INCLUSION

Inclusive Workplaces

Workplaces that embrace diversity and create a welcoming culture for everyone enjoy a range of benefits such as higher productivity, higher loyalty and work quality, lower absenteeism and presenteeism, better working relationships, lower staff turnover and are simply better places to work.

This insightful course explores many facets of diversity and shifts the inclusion paradigm from something we do to accommodate minorities, to something we do so everyone feels welcome and included.

Gender Respect and Awareness: Cultures of Empathy (GRACE)

In the wake of the gendered violence issues that have dominated our headlines recently, this course is for organisations that want to be safe places for everyone.

GRACE is an accessible course which demystifies workplace gender relations and builds cultures of respect, understanding and empathy. Grounded in the relevant legislation, GRACE takes a proactive approach to preventing bullying, harassment and gendered harm in the workplace.

Gender and Sexuality: Diversity and Inclusion

A person's sexual orientation and gender identity can have a profound impact on their experiences and their service needs. Drawing on a strong evidence base, along with the direct experiences of service users, this course is designed to assist service providers to understand diverse needs and improve service delivery for LGBTIQ+ communities.

Disability Awareness and Inclusion

Our services and workplaces are required by law to offer equal access, equity and inclusion to people of all abilities and health statuses. This course explores what this means in a practical sense and how we can ensure that our services and workplaces not only comply with the law but move towards best practice and welcome everyone equally.

Facilitating Cultural Safety

Cultural identity can have a profound impact on our perspectives and service needs. The ability to facilitate the cultural security of others is a crucial skill for anyone working with diverse people, especially in health, community or education sectors.

Beyond 'cultural awareness', this unique course is the first step to developing a safe, nurturing and positive environment in which people feel comfortable and supported to be themselves and express their culture and belief systems.

Aboriginal Cultural Competence

Led by a skilled Aboriginal Trainer, this workshop is designed as a first stepping-stone towards understanding Aboriginal people and culture, and towards improved communication and better relationships.

Engaging and interactive, it explores key components of Australia's First Nations peoples including their experiences, history, beliefs and values, lifestyles, and relations with other Australian cultural groups today.

Inclusive Language

Language can have a profound effect on our attitudes, assumptions and the way we treat people. Some words degrade, belittle, offend or perpetuate stereotypes. Other words can challenge stereotypes and be supportive and empowering.

This course upskills participants to reframe the way we talk and write about people and issues that we deal with, which in turn facilitates more inclusive, client-centred practice.

ABOUT US

Evolve Events and Training is a human development company offering a range of innovative services to help people develop and organisations evolve.

We offer a range of practical training solutions designed to meet the needs of the private, government and community sectors.



TRAINING INFORMATION

Custom courses

- ✓ **More than 100** personal and professional development topics.
- ✓ All courses are available anywhere in Western Australia at the **place, time and a date** of your choice, fully customised to meet your group's needs.
- ✓ Custom courses offer significant per-person cost savings compared with public courses.
- ✓ One-day courses for up to 24 people: \$1950 standard | \$1650 NFP (incl GST).
- ✓ Two-day courses for up to 24 people: \$3900 standard | \$3300 NFP (incl GST).
- ✓ **Hire of Evolve's Premises:** Training can be delivered at your premises or a venue of your choice. If you don't have a suitable space, you are invited to hire our training room. Contact us for venue hire details.
- ✓ For full details contact katrina@evolvevents.com.au or (08) 6117 5520.

Public training calendar

- ✓ Held in Evolve's central **Subiaco location**.
- ✓ Registration includes a take-home resource pack, all-day catering and a personalised certificate of attendance.
- ✓ Easy online booking system.
- ✓ One-day courses: \$285 standard | \$185 NFP | \$125 concession (incl GST).
- ✓ Two-day courses: \$480 standard | \$320 NFP | \$220 concession (incl GST).
- ✓ For full details and bookings for our current Training Calendar see: evolvevents.com.au/events