



Equipped to Serve

Programme Outline:

This module is for learners who are lay counsellors for individual clients (and their partners) from any community and to equip the learner to care for people in the midst of a crisis.

At the end of the 3 day course, which includes, group work, case studies, experiential exercises, discussion and evaluation sessions, a person will be capable of:

- Describing the functions and limits of the lay counsellor
- Setting up a structured environment conducive to counselling
- Describing and applying the requirements of lay counselling
- Applying the principles and processes of lay counselling in a structured environment
- Reflecting on the counselling process

Topics include (but not limited to) are:

1: *Speaking the truth in Love*

2: *"To be a minister and not a manipulator"*

3: *"S.O.S" Who is she?*

4. *"Qualities of an effective helper"*

- Quality #1 "Humility"
- Quality #2 "Unconditional love"
- Quality #3 Genuineness
- Quality #4 Empathy

5: *"Communication Skills"*

- The RIGHT communication skills
 - Skill #1: Reflective Listening
 - Skill #2: Interpretive Listening
 - Skill #3: Good Questions
 - Skill #4: Helpful Feedback
 - Skill #5: Tender Confrontation
- Role-play: *"Body Language Impact" Using all communication skills*

6: The Crisis Cycle

- Phases of a crisis - A diagnostic tool
- Discussion on "Essential Commitments"

7: *Steps to crisis intervention*

Profile of a woman with an unplanned pregnancy:

- Abortion procedures and possible complications
- Talking about Post-Abortion Stress in the counselling room
- The grieving process & Healing Steps to Post-abortion recovery
- The adoption option: Introducing the adoption option in the counselling room
- Adoption issues using the RIGHT communication skills