

**APPLICATION FORM:
REGISTER FOR
PERSONAL GROWTH & BASIC COUNSELLING SKILLS
TRAINING COURSES**

Surname:	Names:
Date of Birth:	Age:
Email Address:	
Postal Address:	
Residential Address:	
Contact Numbers Cell: Work: Home: Fax:	Work Address:
Employer:	
Occupation:	
Highest Grade Obtained/Qualification:	
Languages:	

Please answer the following questions

1. What has motivated you to register for this course?

2. Where did you hear about LifeLine/ChildLine Namibia (ChangeAgent) and or the course?

3. Are you interested only in the Personal Growth Course or would you like to proceed to the Basic Counselling Skills Course and become a counselor?

4. If proceeding to the Basic Counselling Course, would you eventually want to become a Lifeline Volunteer? If not, please explain:

5. Are you aware of any emotional factors, which at this stage may affect your participation in the group? If yes, please mention if you can share this information.

6. Do you have a problem with an addiction like alcohol, drugs or gambling?



The business wing of LifeLine/ChildLine Namibia

Course Fees:

Please note that LifeLine/ChildLine Namibia (ChangeAgent) offers two training courses Personal Growth & Basic Counselling.
The fees below are payable for each of these courses.

Registration Fee (non-refundable)	N\$100.00
Personal Growth Training	N\$4 500.00
Basic Counselling Skills Training	
Probation - Practical Phase (To be certified as a lay counsellor upon successful completion)	

*** Please Note that no refunds will be given**

I hereby enclose:

My Registration Fee (non-refundable) of N\$100.00 YES NO

My course Fee (proof of payment) of N\$4 500.00 YES NO

Signature _____

Date _____

Bank Details:

LifeLine ChildLine Namibia Business Wing

First National Bank (FNB)

Account Number: 62245295763

Type of Account: Corporate

Branch Number: 281872



The business wing of LifeLine/ChildLine Namibia

For Applicant: About the LifeLine/ChildLine Namibia (ChangeAgent) Training Courses

In order to provide telephone crisis counselling services to the community, which can be accessed from 08hh0 – 22h00 for all 365 days of the year, LifeLine/ChildLine Namibia needs to recruit and train enough voluntary lay counsellors. While trained therapists fulfill an important role in our community, particularly where ongoing therapy is required, the skilled lay counsellor can also make a valuable contribution. Perhaps one of the greatest advantages of the lay counsellors in organizations such as LifeLine/ChildLine Namibia is our accessibility. A crisis often needs an immediate response and clients cannot wait for appointments to address their needs! The importance of theoretical technique cannot be denied, yet research has shown that the warmth and quality of the relationship established between the counsellor and the person seeking help is paramount. In order to be effective, the counsellor should possess three important qualities, namely, empathy, acceptance, and genuineness.

The Basic Counselling Skills Training course is geared to developing and enhancing these qualities in its participants. To develop the qualities and skills of a counsellor requires a degree of self-awareness and self-acceptance and an ability to relate freely and warmly to others. Before we can understand and help others, we need to understand and come to terms with ourselves, to know who we are and have a strong sense of where we are going. The first stage then in our training as counselors is growth towards greater self-awareness and self-discovery. The Personal Growth Training Course is designed to enable us to discover, understand and accept ourselves and others. Since the best learning and growth takes place through experiencing and doing rather than through passive listening and observing, our training courses are based primarily on trainee participation, group discussion and experiential learning. Any person over 18 years of age (special teenage group can also be arranged) will be admitted to the Personal Growth Course, provided that they experience no serious trauma at the time of registration for the course and there are no current psychiatric problems or concerns over addictions. Language proficiency in the course language (currently English) is also a requirement.

On completion of the Personal Growth Course, you will receive feedback from your facilitators, which will help you to assess your suitability to be trained to become a lay counsellor. If it is decided that you are indeed suitable for further training then you will be encouraged to attend a Basis Counseling Skills Training Course. People who go on to become LifeLine/ChildLine counsellors are required to undergo a further probationary process designed to support and strengthen practical counselling skills learnt during the course with some support from an experienced counselor. Further details will be provided at a later stage, but if you have any queries, please discuss them with your facilitators or member of the ChangeAgent training team. Please also note that the Personal Growth Course alone provides an excellent forum for participants to discover, understand and accept themselves and others. Participants may choose to only complete this course only although they would be welcome to register for the Basic Counseling Skills at a later stage if they so desire.

Approach and Methodology

Behaviour Change theory underpins all ChangeAgent workshops. ChangeAgent understands how adults learn and practices the following principles in all the adult training we do:

- **Valuing prior learning & experience** – we assume that participants come to the training with unique knowledge and experience which they can bring to bear in the group.
- **Group process facilitation approach**, which draws out personal experience and values, hereby enabling participants to learn from and to challenge and support one another as they move through the training.
- **Practical and experiential:** participants leave our training with practical tools, skills and approaches as well as greater overall understanding and knowledge of specific issues at hand.
- **Accuracy of information.** Although most of our training is process based, in this case, accurate and the most up-to-date information will be provided, while ensuring that it is non-judgmental. We ensure opportunities for regular updating of their knowledge base.
- **Behaviour Change:** we understand that where behaviours are deeply rooted in cultural norms, changing such behaviour is a long and difficult process. It is essential to understand that knowledge alone does not change behaviour. Training participants need to be able to address issues from their personal reality and to have repeated opportunities to change.
- **Training tools for low literacy audiences:** Where necessary, ChangeAgent uses pictorial tools and other interactive methods to help facilitate dialogue.
- **Gender:** Harmful gender norms often get in the way of learning and behaviour change. Through our gender mainstreaming efforts we ensure that all our training acknowledges and facilitates discussion on gender issues.
- **Addressing the Namibian situation:** We ensure that our training approaches and our curricula address our local situation and unique needs. Different cultural and behavioural norms are examined and brought into training, so that participants can examine new ideas through their cultural lens. Also, participants are encouraged to use our training as a practical opportunity to discuss problems they are currently dealing with, both personally and in their work.
- **Processing and 'homework':** throughout training we give small practical 'homework' tasks, which reinforce learning, help participants to process ideas and apply them practically in their own lives and social environments.
- **Quality:** Our overall commitment is to deliver quality training to ensure quality processes and outcomes. We regularly revise our curricula based on participants' feedback, our own learning and latest thinking. Our facilitators are regularly assessed and supervised for compliance with our standards of excellence.

We tackle the difficult stuff!

You can call on us for one of our standardized packages, or a flexible workshop to meet the particular needs of your employees, including:

- | | |
|-------------------------|-----------------------|
| ✓ Emotional Wellbeing | ✓ HIV Prevention |
| ✓ Personal Growth | ✓ Gender Sensitivity |
| ✓ Relationships | ✓ GBV Reduction |
| ✓ Work/Life Balance | ✓ Suicide Prevention |
| ✓ Counselling | ✓ Trauma Support |
| ✓ Communication | ✓ Child Protection |
| ✓ Conflict Resolution | ✓ Child Communication |
| ✓ Teambuilding | ✓ Parenting |
| ✓ Organizational Change | ✓ Fatherhood |

Thoughts from Individuals who completed the training courses

“I attended the LifeLine/ChildLine Personal Growth Course because I had seen the changes a colleague made after the course. It made me feel strong and confident; **helped me talk about my fears and I am now much more open.** In my role as a sales consultant, it has changed the way I talk to customers and I am no longer defensive when they are angry.”

[Shows self-awareness, emotional intelligence, self-efficacy, conflict skills]

“As a police officer, with a lot of stress attached to the job, **the course helped me and my colleagues to handle our feelings in much more constructive ways.** I can manage customer care with much more empathetic listening and communication.”

[Development of emotional intelligence, communication skills]

“I am a nurse by profession. The courses at LifeLine/ChildLine entirely changed my approach to patients. I no longer just give instructions to them to take their medications, **I now focus on their feelings – their fears and concerns – and give them time to talk about the challenges they face.** By listening, they feel understood and valued, and the healing process starts from there. I feel happy the courses have improved my ability to communicate with patients as well as colleagues.”

[Growth in emotional intelligence, communication skills, counselling skills, relationship skills]

“**The training gave me confidence and skills I am using as a facilitator.**”

[Development of facilitation skills]

“**The LifeLine/ChildLine courses saved my marriage.** I was always the sort of person who was sure I was right and then there would be disagreement. After the course I worked on this, first by giving my husband a chance to express himself while listening attentively, and later on expressing my feelings about the issue. He now feels valued and respected and our relationship is excellent. It has also helped me relate to my mother-in-law.”

[More self-awareness. communication skills. relationship skills.]