

Global Community Consulting  
Supporting Those Working with a Global Community

## 2017 Professional Development Program



Sessions are developed and delivered by transcultural psychologist Greg Turner who has over 18 years' experience as an educator, manager and clinician in transcultural mental health working with refugees and asylum seekers. Through his consulting business, Global Community Consulting, Greg has developed numerous training sessions and workshops for those working with asylum seekers and refugees in Australia and overseas. This includes refugee support workers on Nauru where Greg was the sole onsite and offsite Employee Assistance Program provider for Connect

Settlement Services, which provided refugee support services to refugees on Nauru from January 2015 through to December 2016. Greg is a graduate of the Harvard Program in Refugee Trauma, a co-founder of World Wellness Group Ltd and was a Lecturer with University of Queensland, School of Medicine from 2008 to 2016. Greg held senior positions with the Queensland Transcultural Mental Health Centre from 1999 to 2013 and coordinated the development of the Managing Cultural Diversity in Mental Health 9 module train-the-trainer program which he delivered to over a thousand mental health clinicians across Queensland and Australia. He also developed the Collegial Model of Mental Health Interpreting and trained hundreds of interpreters across Australia in interpreting in mental health settings.

Professional development sessions are conducted in an atmosphere of safety where all participants are required to respect the contextual backgrounds and views of other participants. All the sessions are interactive and participants are required to be involved in interactive discussions so that presented material is grounded into the practical realities of the work undertaken by participants.

Attendance at each PD session will attract professional development points for health professionals who require annual PD points. All participants will receive a Certificate of Attendance (must be in attendance for the complete session).

---

### **Reasonable Hope in Asylum Seeker and Refugee Support (3 hours)**

Hope is one of the most misunderstood and abused concepts in the human service field, and yet empirical and anecdotal evidence continually demonstrate the fundamental need for hope for mental health and wellbeing. The concept of 'reasonable hope' moves from conventional concepts of 'hope', from having hope to doing hope. The concept of Reasonable Hope comes from therapeutic work with people with terminal illness and situations which appear to be 'hopeless', and focuses on living in the present and having small humble hopes peppered through daily lives. Greg Turner utilised this model in training refugee support workers on Nauru on ways to maintain cognition and mental health of refugees on Nauru. This session provides a model for facilitating reasonable hope with 'hopeless' clients, to assist clients to move from having 'the one big hope', which is associated with depression and learned hopelessness and helplessness, to doing reasonable hope on a daily basis.

This 3 hour workshop covers the following topics:

- The neurology of hope;
- The damage to cognition and mental health from the 'One Big Hope';
- Understanding the concepts underpinning 'Reasonable Hope';
- Understand the concept of 'Bearing Witness' and the 4 witness positions;
- Applying Reasonable Hope to refugee and asylum seeker support;

- Identifying questions and conversations which activate Reasonable Hope;
- Identifying barriers and supports for Reasonable Hope.

### **Mindfulness and Self-Care (3 hours)**

This session explores the underlying causes of stress, anxiety and frustration in the context of human service work and provides a range of self-care strategies to maintain staff mental health and wellbeing, and to build resilience and personal growth. Self-care strategies from awareness and reflective practice, mindfulness, physical activity, nutrition and guided imagery are discussed. Strategies for coping with acute and chronic exposure to traumatic stress are discussed along with strategies for 'switching off' and healing. The following will be covered:

- What leads to 'STRESS';
- Understanding, developing and maintaining mindfulness;
- Developing resilience in the offshore settlement environment
- Understanding the concepts underpinning Vicarious traumatization
- Understanding empathic strain and counter transference reactions
- Managing stressful reactions
- Self-care strategies and coping mechanisms;
- Self-care and nutrition;
- Practical strategies for Reflective Practice and Self-Reflection
- Mindful breathing, walking, eating;
- Managing acute stress and anxiety
- Becoming aware of needs for healing and constructing our healing Environment

### **Masterclass on Cultural Responsiveness (3 hours)**

This is an advanced session for those who have completed cultural competency training and have worked in the multicultural sector. The session will be contextualised to the work of migrant support and refugee settlement and covers the following topics:

- Defining 'culture';
- Intra-cultural diversity;
- 'Ethnicity' and 'race';
- Individualism, Collectivism and Power Distance;
- Levels of 'Cultural Competence';
- Cultural Responsiveness and Contextual Competence;
- Acculturation – pre- and post-migration adaptation;
- Differentiating between culture, ethnicity, religion, country, language;
- The role of historical and environmental influences;
- The inter-relationship between culture and religiosity;
- Etic and Emic approaches to cross-cultural studies;
- Ecological and ethnographic approaches to understanding culture.

### **Therapeutic Case Management (3 hours)**

This session is available to Case Managers working with asylum seekers, refugees and those working in humanitarian settings. The session is based on the premise that therapeutic support is best provided by those who have the opportunity to build and maintain 'relationship' with their clients. Therapeutic case management is well suited to environments where there are limited or no resources at the disposal of case managers, and where humanity, personhood and self is called upon to support clients. The following topics will be covered:

- What is 'therapeutic'
- Why Case Managers are well positioned to provide therapeutic case management
- Contextual competence
- Understanding what makes successful client relationships

- Boundary management and riding the advocacy cusp
- Demonstrating empathy
- Building the therapeutic relationship
- Riding the waves of despair and hanging in there
- Facilitating reasonable hope (brief introduction)

### **Walking the Tightrope – Managing Boundaries in Complex Environments (3 hours)**

This session is based on the premise that boundary management in the context of asylum seeker and refugee support is complex, challenging and dynamic. The need for the development and maintenance of therapeutic relationship and rapport is acknowledged as is the reality that staff are challenged in balancing this with the need to maintain professional boundaries. Participants will be encouraged to respectfully offer personal insights and strategies which they have found useful to themselves and/or others.

- Defining Boundary Management;
- Boundary mgmt. in context;
- Balancing boundary management with therapeutic relationships;
- Boundary management with refugee clients, stakeholders & work colleagues
- Role boundaries inside & outside work hours
- Role boundary violations
- Relationship boundaries
- Managing relationship boundaries
- Riding the ‘advocacy cusp’
- The role of reflective practice and supervision to stay balanced.

### **Managing Client Frustration and Aggression (3 hours)**

This session takes a ‘client focussed’ approach that is contextualised to asylum seeker and refugee support settings which acknowledges the history of uncertainty, ambiguity, frustration and the cultural aspects of expressed emotion. The session explores evidence based techniques for refugee settings and is outcome based – what actually works in this context, based on psychological understandings of why people behave the way they do. Consistent with approaches utilised in mental health settings the preservation of dignity and pride underpins the de-escalation principles and techniques. The following are covered:

- Psychological effects of trauma, uncertainty, frustration and hopelessness.
- Symptoms of ‘Protracted Asylum Seeking Syndrome’
- Expressed emotion & emotion regulation across cultures
- Determinants of human behaviour when under stress
- Understanding explosive rage
- Assisting the client in crisis
- Supporting asylum seekers following negative reviews
- Providing assistance following a traumatic incident
- Managing non-cooperative clients
- De-escalation techniques for diffusing anger and aggression
- Support and self-care following an abusive or angry interaction

### **The Collegial Model for Responding to Culture and Language (3 hours)**

This session acknowledges that good client outcomes requires input from both workers and interpreters working together as colleagues. The session is based on the successful “*Collegial Model of Interpreting within Culture: Interpreters and Mental Health Clinicians Working Together*” developed by Greg Turner. The session is for both workers and interpreters and participants will workshop ways they can contribute their knowledge, skills and experience to work collegially in maximising client outcomes. The following topics will be covered:

- Relationship between culture and language;
- Understanding how language is situated within culture;
- Understanding the relationship between sense of self and language;
- Understanding and respecting roles, role boundaries and ethical requirements;

- Attributions and language;
- What awareness interpreters can bring: language; culture, country characteristics, history, intra-cultural diversity, religiosity, past and current influences, etc;
- Collegial model of interpreting within culture
- Case Managers and interpreters working together as colleagues to maximise outcomes

#### **Leadership & Supervision for Team Leaders (3 hours)**

This session is for novice and experienced Team Leaders working in asylum seeker and refugee support settings and provides participants with a contextual understanding of what is required in leadership within these settings. Participants will gain knowledge and skills in utilising the competency based *Self-regulated Learning Leading to Autonomous Mastery Model for Supervision*. The following topics will be covered:

- Leadership in Context
- Leading & Managing up and down
- Leadership qualities framework
- Team Work – building and maintaining a cohesive team
- Diversity & communication
- Leadership and management
- Leading a culturally diverse team
- Self-regulated Learning Leading to Autonomous Mastery: A Model for Supervision

#### **Supervision Principles and Applications for Case Managers (3 hours)**

There may be times when Case Managers have responsibility for the provision of line supervision to other staff. This session explores the principles and application of supervision in the context of the work undertaken in the refugee sector, as well as exploring what makes a skilled supervisor.

The following topics will be covered:

- Supervision Principles
- Supervision: Knowledge, experience and skills
- Models of supervision
- Group supervision Vs individual supervision
- Applying supervision principles in the context of refugee settlement and support.
- Supervision in a culturally diverse team

#### **Enquiries To:**

[Greg.Turner@globalcommunityconsulting.com](mailto:Greg.Turner@globalcommunityconsulting.com)

Mobile in Australia: 0412 369 568

Mobile outside of Australia: +61 412 369 568

[www.globalcommunityconsulting.com](http://www.globalcommunityconsulting.com)