

# EVOLVE

## PROFESSIONAL DEVELOPMENT COURSES

FOR COMMUNITY SERVICES AND  
HEALTHCARE ORGANISATIONS



# ABOUT EVOLVE

Evolve WA is a human development company offering innovative and practical training solutions, with a special focus on mental health, workplace culture and diversity, and interpersonal relationships.

Our training is designed to meet the needs of the community and healthcare sectors, by developing practical skills in an engaging, interactive format, packed with real-world examples, tools and templates and take-home resources.

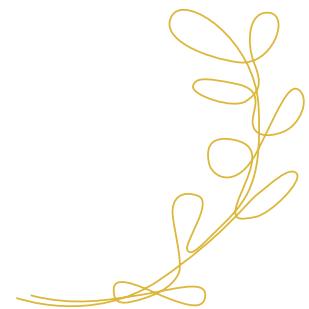
We specialise in training that is customised to meet your organisation's needs. This means both content and logistics will be tailored to suit your goals, context and the participants' learning priorities.

Courses are typically one-day or two-day courses, recommended for groups of six to 24 people in order to maximise learning outcomes. We also offer snapshot versions of our courses as short presentations for larger groups.

As an alternative to custom training, our **Public Training Calendar** is an affordable option for individuals to meet their personal or professional development needs. See: [evolvewa.com.au/events](http://evolvewa.com.au/events)



**Think evidence-driven content**  
**Practical, real-world skills**  
**Quality resources**  
**Authentic delivery**  
**and WA's best trainers.**



## DIRECTOR, KATRINA BERCOV

Evolve is directed by owner and principal Katrina Bercov, who has more than 25 years of training, education and consultancy experience along with nationally award-winning event management skills.

Katrina established Evolve to provide a custom alternative to the standard professional development available on the market and has built a reputation for quality content with innovative and high-impact delivery.



# OUR TRAINING SERVICES

## WHAT'S INCLUDED

Each course includes:

- ✔ **Customisation** to suit your group's needs and organisational context.
- ✔ Delivery anywhere in Australia at the **place, time and date of your choice or live online**, or ask about hiring our specialist West Leederville training facilities.
- ✔ **Quality materials** and a certificate of attendance for each person.

## PRICES

### COURSES (suitable for 6 to 24 people)

- **One-day courses:** \$2500 standard | \$1950 NFP
- **Two-day courses:** \$4950 standard | \$3850 NFP

### PRESENTATIONS (from 30 mins up to 2 hrs)

- **Up to 40 people:** \$990 standard | \$870 NFP
- **40 to 100 people:** \$1400 standard | \$1200 NFP
- **More than 100 people:** \$1800 standard | \$1440 NFP

Note: Extra costs apply for Mental Health First Aid courses

## CUSTOMISED TRAINING PACKAGES

Combined training packages can be customised for organisations who seek genuine cultural shift to ensure learning is embedded in workplace behaviours.

A custom series of related courses will offer continuity, consistency of language and a sense of common purpose across the organisation, which is essential for genuine development. Contact us for suggested packages.

## SPECIALIST AREAS

- ✔ Mental Health ..... page 4
- ✔ Communication and Interpersonal Skills ..... page 6
- ✔ Community Support Worker Tools ..... page 7
- ✔ Leadership and Management ..... page 9
- ✔ Diversity and Inclusion ..... page 10
- ✔ Operational Skills ..... page 11

# CATALOGUE

These are a selection of courses we can deliver. For the full catalogue visit our website:

[www.evolvewa.com.au/courses](http://www.evolvewa.com.au/courses)

## MENTAL HEALTH

### *Mental Health and Wellbeing for Seniors*

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Mental health symptoms and best practice responses vary with age. Explore the mental health issues facing older people and learn how to respond effectively.

### *Providing Mental Health Support*

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Learn to recognise warning signs of mental health issues and then provide caring intervention to encourage a person to seek help for those issues.

### *Substance Use and Addiction*

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Acquire practical skills for working with people who face issues with substance use, focussing on the crucial areas of habit, addiction and behaviour change.

### *Suicide Prevention*

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Ordinary people can help reduce the risk of suicide in others. Explore preventative measures, how to talk about suicide, intervention skills and how to get help.

### *Understanding Depression*

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A majority of Australians experience some form of depression at some time in their lives. Learn what works for managing and recovering from depression.

### *Understanding Dissociation*

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Explore the nature of dissociative illnesses and acquire a stigma-free overview of causes, symptoms and treatments.

### *Understanding Neurodiversity*

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Explore neurodivergence simply as a type of human variation and look at ways we can better understand and support neurodivergent clients and stakeholders.

### *Understanding Personality Disorders*

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Personality disorders are one of the most misunderstood mental health conditions. Here we sort myths from facts and help empower better service provision.

### *Understanding Psychosis*

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Designed for mental health workers and others having contact with people experiencing psychotic disorders, this course teaches practical ways to provide support.

### *Understanding Self-Harm*

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This evidence-driven course demystifies self-harming behaviours and explores the diverse forms self-harm can take.

# MENTAL HEALTH cont...

## ***Mental Health First Aid***

### ***Mental Health First Aid Two Days***

Internationally recognised two-day crisis response course and Mental Health First Aid accreditation.

### ***Aboriginal Mental Health First Aid Two Days***

Mental Health First Aid accreditation in an Aboriginal context, led by an Aboriginal trainer, this is ideal for anyone working with Aboriginal communities.

### ***Youth Aboriginal Mental Health First Aid Two Days***

Mental Health First Aid accreditation in an Aboriginal youth context, led by an Aboriginal trainer, this is ideal for anyone working with young Aboriginal people.

### ***Youth Mental Health First Aid Two Days***

Led by a youth specialist, this two-day specialist mental health first aid course is ideal for adults working with or caring for adolescents.

### ***Mental Health First Aid - Standard Refresher Course Half Day***

Refresh knowledge and skills, and renew Mental Health First Aid accreditation for a further 3 years.



**MENTAL  
HEALTH  
FIRST AID**  
Australia

## ***Resilience and Wellbeing***

### ***Managing Stress and Anxiety***

Strengthen your understanding of stress and explore practical ways to manage emotions, rein in worry and get anxiety to lie down and roll over.

### ***Mindfulness***

Mindfulness is a powerful tool, clinically proven to promote balance and wellbeing. Learn the foundations for establishing a daily mindfulness practice.

### ***Mindset Matters***

Discover cognitive tools for reshaping self-talk and modifying thought patterns, to improve your moods, emotions, subjective experiences and quality of life.

### ***Positive Psychology and Resilience***

Explore what's required for human flourishing and acquire a set of practical, evidence-driven tools to increase resilience and maintain psychosocial wellbeing.

### ***Resilience in Times of Change***

Learn how to build resilience and proactively manage wellbeing, based on research from change management, mental health and resilience training areas.

# COMMUNICATION AND INTERPERSONAL SKILLS

## **Assertive Communication**

Learn to communicate in an open, honest and assertive manner, and develop confidence in interpersonal situations, without being either aggressive or passive.

## **Better Professional Writing**

Learn how to improve the quality of documents and enhance the style, impact and clarity of professional written work.

## **Collaboration and Conflict Resolution**

The ability to work collaboratively is a fundamental skill that many of us have never been taught. Learn what it takes to work more productively as a team.

## **Debriefing Skills**

Debriefing is a critical professional skill which can help us rectify issues for the future. Learn a structured and planned approach to the art of debriefing.

## **Develop your Emotional Intelligence**

Identify and develop Emotional Intelligence skills to better manage personal relationships and help build rapport with clients and colleagues.

## **Everyday Counselling Skills Two Days**

This two-day course teaches a series of structured, discussion-based counselling tools to be used to engage and support others when required.

## **Managing Challenging Personalities**

Develop skills for communicating with people with a range of perspectives and behaviours, building stronger relationships and managing challenging conversations.

## **Persuasive Communication**

Based on a psychologically informed approach, this course introduces techniques to enhance communication and be persuasive.

## **Systemic Advocacy**

Acquire foundation knowledge for effective systemic advocacy, which is how we improve the system to make things better for everyone, not just an individual.

## **De-escalation Skills**

### **De-escalating Conflict and Aggression**

This introductory course provides practical de-escalation tools and techniques to help prevent violence and defuse volatile situations.

### **Advanced De-escalation Skills**

Further develops skills to prevent violence and respond to aggression.

### **De-escalation Skills for Disability Workers**

Specialist de-escalation course is for disability sector professionals.

# COMMUNITY SUPPORT WORKER TOOLS

## ***Client-Centred Plans***

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Learn to create more effective and personalised documents to serve as a “roadmap” for an individual’s personal journey towards wellbeing.

## ***Coercive Control and Gaslighting***

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Not all abuse is physical. This insightful course explores coercive control and gaslighting and empowers participants to recognise and ultimately combat them.

## ***Defensible Documentation***

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Learn how to improve your records, making them more effective, relevant and efficient. Includes direct practise of the skills covered, with individual feedback.

## ***Dialectical Behaviour Therapy (DBT) Tools***

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Explore the concepts behind DBT treatment and acquire a suite of practical tools for personal or client use.

## ***Dignity of Risk***

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Ensuring human dignity includes accepting a person’s right to take risks. Explore how to meet legal and safety requirements while maximising self-determination.

## ***Domestic Violence: Recognise and Respond***

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Understand and recognise the signs of the many complex forms of domestic violence and acquire the skills and resources to offer support.

## ***Dual Diagnosis: Mental Health and Substance Use***

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Statistics show a complex interrelationship between mental illness and substance misuse. Explore evidence-based approaches for prevention, recovery and support.

## ***Dual Disability: Disability and Mental Health***

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Learn how mental health issues and other disabilities interact and acquire the skills needed to identify and support clients with a dual diagnosis.

## ***Emotional Regulation Tools***

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Self-regulation of emotions is a process governing our responses to experiences and environment. Learn strategies for modulating responses and managing mood.

## ***Individual Advocacy***

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Acquire the skills, tools and knowledge to have a real impact when advocating for yourself or another individual.

## ***Individualised Services and Person-Centred Care***

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Learn to provide individualised services in the health and community sectors, while balancing considerations such as duty of care and organisational requirements.

## ***Professional Boundaries***

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This course explores how we can create positive, effective relationships, within appropriate legal and ethical parameters.

# COMMUNITY SUPPORT WORKER TOOLS cont...

## **Reflective Practice**

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Explore the nature and benefits of reflective practice and learn a suite of skills that can be applied in the workplace across a range of industries.

## **Reflective Supervision**

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Explore the nature and benefits of reflective supervision and learn practical reflective tools to use in a range of workplace settings.

## **Solution-Focused Therapy**

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Discover the benefits of solution-focused therapy, a practical, outcome-oriented approach to counselling, applicable across diverse health and community settings.

## **Strengths-Based Practice**

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Strengths-based practice focuses on building a person's strengths and aptitudes. Improve existing skills in this area or gain important foundation knowledge.

## **Suicide Prevention Plans**

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Acquire the skills and resources to create an effective and personally meaningful suicide prevention plan to help save vulnerable lives.

## **Trauma**

### **Intergenerational Trauma**

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Explore the effects of intergenerational trauma and how it presents in people's lives to assist in providing more appropriate and empathetic services.

### **Towards Post-traumatic Growth**

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Grounded in research, this evidence-driven course explores the potential for leveraging positive transformation in the final stages of trauma recovery.

### **Trauma-Informed Practice**

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Gain a better understanding of the trauma experience and be equipped to provide more appropriate and empathetic services.

### **Vicarious Trauma**

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Explore the impacts of vicarious trauma, and how professionals who support survivors of traumatic events can prepare for and recover from vicarious trauma.



# LEADERSHIP AND MANAGEMENT

## **Coaching Skills**

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Discover how to become a great workplace coach and help others to find solutions, improve skills and expand their competence.

## **Collaborative Leadership**

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Learn what it takes to become a collaborative leader and get the best from a team of people.

## **Difficult Conversations**

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This course provides a structured, proactive approach to handling difficult conversations in the workplace, while being mindful of workplace legislation.

## **Group Facilitation Tools**

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

## **Leading Others: New Managers and Supervisors**

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Learn the fundamental skills of leading a team and providing others with supervision and support, while forging team synergy and a positive work environment.

## **Managing Workplace Mental Health**

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Gain a general understanding of mental health issues and learn how to support staff and understand the legal compliance/duty of care requirements for managers.

## **Mentoring Others**

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Designed for mentors, this course explores a range of mentoring tools and develops skills to nurture and sustain the mentoring relationship.

## **On Board: Introduction to Governance**

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An essential introduction to governance for any new or prospective board members, along with anyone wanting to brush up on the basics.

## **Psychosocial Hazards in the Workplace**

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Learn how to identify, manage and address psychosocial hazards in the workplace and ensure compliance with Western Australia's WHS legislation.

## **Strategic Decision Making**

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Explore the process of decision making and learn how to approach choices strategically and make quality decisions.

## **Strategic Planning Skills**

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This practical course provides a flexible template for creating a strategic plan, and the skills and resources to create a tailored plan for your organisation.

## **Succession Planning for Staff and Boards**

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Prepare your organisation for the transition of key roles and handover of information with a well-planned approach to succession and processes for implementation.

# DIVERSITY AND INCLUSION

## **Code-switching**

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Learn about the often-exhausting labour of code-switching and how it impacts on staff performance, capacity and wellbeing at work.

## **Cultural Diversity and Inclusion**

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Explore practical ways we can be more inclusive, responsive and appropriate when working with clients or colleagues from cultures other than our own.

## **Disability Awareness: Access and Inclusion**

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Workplaces must offer equal access, equity and inclusion to all people. Learn how to move beyond compliance and create places that celebrate diverse strengths.

## **Diversity in Gender and Sexuality**

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Contemporary education about the diversity of human sexuality and gender identity as a foundation for improving the workplace environment and service provision.

## **Inclusive Workplaces**

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Workplaces that embrace diversity enjoy many benefits. Explore the concepts of intersectionality, cultural inclusion, unconscious bias and systemic advantage.

## **Neurodiversity in the Workplace**

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Practical and engaging, this course for managers will build skills in identifying and working with neurodivergent people and getting the best from diverse teams.

## **Aboriginal Culture and Wellbeing**

### **Aboriginal Cultural Competence**

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Led by an Aboriginal trainer, explore ways to make organisations and communication more welcoming, inclusive and culturally safe for Aboriginal people.

### **Aboriginal Mental Health Awareness**

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Led by an Aboriginal trainer, this course explores common mental health and wellbeing issues through an Aboriginal cultural lens.

### **Working Inclusively with Aboriginal Staff**

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Learn how to build better professional relationships with Aboriginal staff and ensure culturally appropriate management practices.

# OPERATIONAL SKILLS

## ***Attracting and Managing Volunteers***

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Effective management is vital to attracting and retaining volunteers. This course provides tools to assist supervisors of volunteers in community organisations.

## ***Community Consultation Tools***

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Community consultation is the process of involving people in decision-making. Explore the types of consultation and learn specific skills for effective use.

## ***Grant Writing***

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Learn how to maximise the success of grant applications so that community organisations can continue to deliver services and achieve their objectives.

## ***Marketing on a Shoestring***

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This engaging course focuses on practical skills for promoting anything, including non-tangibles such as services, events and messages.

## ***Media Skills: Attracting Coverage***

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Acquire knowledge of how media works and explore the process of engaging with the media, attracting positive news coverage and managing media relations.

## ***Risk Management Plans***

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Learn to identify and assess specific risks affecting a situation and develop a plan to deal with them, either for a specific project or area or an organisation.

## ***Successful Event Management***

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Developed by an award-winning event manager with decades of experience, this course explores the practical skills needed to deliver a wide range of events.

## ***Time Management Tools***

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This practical course provides participants with the tools and skills to better manage their time and make the most of this precious resource.



## ROOM OR ZOOM?

Our courses are available at the venue of your choice anywhere in Australia or live online via Zoom.

Alternatively, ask about hiring our West Leederville training premises for your next training with Evolve.

# EVOLVE

## Towards Extraordinary

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