

# SPECIALIST HE TRAINING COURSES

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#2024/2025  
training  
program

Géraldine Dufour  
& Pete Quinn

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Géraldine and Pete are specialist HE training providers who bring over 30 years of experience of supporting students in university counselling, mental health, wellbeing, disability and student support services in the UK, at the Universities of Cambridge, Oxford, and York.

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## Strategies for managing challenging conversations

Pete Quinn / Géraldine Dufour

Workshop equipping student-facing staff with strategies to feel more confident in having challenging yet constructive discussions with students, colleagues and external partners.



3 Hrs

Please contact  
Géraldine and Pete  
to develop bespoke  
trainings ...

... related to university student support, staff development, disability, counselling, wellbeing, and mental health.

## Supporting suicidal students

delivering prevention & postvention initiatives activities

Pete Quinn / Géraldine Dufour

Workshop for the university Leadership team, a session including:

- Upskilling participants with confidence in terminology and good practice around suicide prevention.
- Understanding national best practice on suicide prevention and postvention in student communities.
- Leadership team sense checking institutional policy and procedure with a desk-top case study scenario session with key cross-institutional leaders to include senior representatives from Marketing, Security, Student Support, Residential, Executive Office Support, Social Media Management teams.



4 Hrs

## Supporting students with mental health issues

Géraldine Dufour



3 Hrs

A face-to-face workshop equipping student-facing staff such, as tutors, academics and advisors, with the knowledge and skills to support students with mental health issues, providing practical strategies for fostering a supportive and inclusive environment while maintaining appropriate boundaries.

## Mental health difficulties

Pete Quinn



90 min

A workshop (in person or online) for university employees and external partners involved in supporting students but who are not part of a core student support team. An overview of common conditions, impacts, reasonable adjustments,

## Managing conflict

**Géraldine Dufour**

Whether in person or online, this workshop will help you understand conflict and its triggers. Learn to develop effective and constructive communication skills and strategies to manage conflict successfully.

- o Explore the nature of conflict, its causes, and how it impacts relationships.
- o Learn to recognise common conflict triggers and how to address them proactively.
- o Develop techniques for clear, assertive, and empathetic communication.
- o Discover practical strategies to resolve conflicts constructively and maintain positive relationships.
- o Engage in role-playing or group discussions, and real-life scenario analysis to practice your new skills.



2 Hrs

## Developing Compassionate communication

**Pete Quinn / Géraldine Dufour**

Explore the essential principles of compassionate communication and learn practical strategies for integrating them in HEIs :

- o Recognise the impact of communication on student experiences.
- o Gain insights into the concept of compassion.
- o Principles for creating a compassionate culture.
- o Explore how compassionate and kindness principles can be embedded in institutional policies and procedures.
- o Through case studies practice applying compassionate communication techniques to scenarios encountered in educational settings.



3 Hrs

## Preventing bullying, harassment and sexual misconduct in HE

**Train the Trainer & ready to deliver student course**

**Géraldine Dufour**

Receive a complete, ready-to-deliver training package, including expert instruction, practical delivery experience, and customisable materials that enable immediate implementation of student induction sessions at your institution.



1 day

**Train the trainer course:**

- o Facilitation skills for wellbeing and welfare staff
- o How to deliver the student course
- o Techniques to handle tricky responses
- o Course practice delivery in small groups

**Student course content:**

- o OfS compliance
- o Key concepts and definitions
- o Creating a safe & respectful community
- o Institution policies and procedures



2 Hrs

## Neurodiversity

Pete Quinn



A workshop (in person or online) for anyone involved in supporting neurodiverse students living or learning. Provides an overview of neurodiverse profiles and considerations for teaching, learning and assessment.

## Creating neuro-inclusive physical spaces

Pete Quinn



Based on projects with organisations including the Wellcome Trust and the University of Bristol a 2-hour session adopting a walk and talk methodology. Using a building user journey and exploring buildings and spaces identifying good practice and areas that could and should be mitigated for neurodiverse building and space users.

## Duty of care workshops

Pete Quinn



A workshop including an overview of what Duty of Care is and is not and then, using case studies, exploring through discussion and feedback, how and when Duty of Care features. This would include where and how decisions made on these cases are captured.

## Managing procrastination

Géraldine Dufour



A workshop (in person or online) for university students or staff to understand and manage procrastination by learning effective and practical strategies.

## Note-taking in support services

Géraldine Dufour



A face-to-face workshop for university counsellors, mental health or wellbeing advisors, to develop a coherent model ensuring quality assurance, governance and adherence to ethical standards across the service.

## Brief counselling in HE

Géraldine Dufour



Specialist 2 days face-to-face training for counsellors in HE on how to adapt therapeutic practice to brief work, developing a clear and coherent model of brief work for counselling services.

## Setting supervision in HE

Géraldine Dufour



A workshop (in person or online) for managers on best practice and quality insurance when setting supervision for mental health, counselling, wellbeing or student-facing support staff.

## Managing professional boundaries

Géraldine Dufour



A workshop (in person or online) for student-facing staff, focusing on establishing and maintaining professional boundaries to ensure a respectful and effective learning environment.

## Tutoring skills

Géraldine Dufour



A face-to-face workshop equipping tutors with pastoral skills to enhance their ability to listen, foster a supportive environment and support student transition through university.

Please contact Géraldine and Pete to develop bespoke trainings ...

... related to university student support, staff development, disability, counselling, wellbeing, and mental health.

## Mapping your resilience

Géraldine Dufour



A workshop designed to help university staff chart what support their resilience and enhance their ability to bounce back from challenges.

## Creating your wellbeing dashboard

Géraldine Dufour



A workshop where university staff can learn to score the activities that score high in promoting their wellbeing.

## Coping with pressure and managing priorities

Géraldine Dufour



A workshop empowering university staff with strategies to manage stress and develop resilience.



# Géraldine dufour Pete Quinn

About ...



## **Géraldine Dufour**

Having worked in varied areas in the field of mental health and counselling for over 30 years and in universities for the past 20 years, Géraldine brings an in-depth understanding of the sector to her work. Former Chair of BACP Universities and Colleges Division as well as the Heads of University Counselling Services group (HUCS), she is Vice-Chair of the MWBHE expert group at Advance HE, Honorary Senior Lecturer at the University of Essex, elected member of the European Association for International Education (EAIE) Student and Alumni Services Thematic Committee. She contributes to best practice and research in the field of student counselling and mental health as the editor of BACP UC best-practice guidance for the University and College sector and founding member of 2 national research groups in student mental health, and former Head Of Counselling at Cambridge University, leading a large team of counsellors and mental health advisors, sexual assault and harassment advisors and mindfulness teachers.

## **Pete Quinn**

Pete has been providing consultancy and training to universities, corporates, arts and heritage and third sector organisations since 2016. Pete founded his Consultancy following a career spanning nearly 20 years in student support, as a specialist in diversity, inclusion and disability at the Universities of Oxford Brookes, Oxford, York and the Education University of Hong Kong. Specialist understanding of the challenges of the sector with as the former Vice Chair of the National Association of Disability Practitioners and Board Member of AMOSSHE, working with organisations and universities the UK, Europe, the Middle East and in Asia.

# What Clients say

**Kate Beachus,  
Head of People,  
HESA**

Pete supported HESA by developing a mental health strategy and a practical approach to supporting mental health ...

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.... This work has been showcased to local employers and has led to the opening up of many honest conversations between colleagues which has destigmatised mental health illness for the many. Pete was hugely knowledgeable, pragmatic, encouraging and fun to work with!

*Géraldine is a very knowledgeable trainer...*

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*... she has helped to facilitate our Supporting Student Mental Health in Accommodation Settings training. Using her vast knowledge of both the sector and challenges students face, as well as her wealth of facilitation skills to ensure the training is interactive and engaging for all participants. She has also worked collaboratively with our Partnerships Manager delivering a variety of student mental health webinars for large corporate partners and helped us to successfully navigate a range of partnerships through this work. I strongly recommend Geraldine to others and I am excited to continue our work with her.*

**Sophie Cohen Jones,  
Training Manager,  
Student Minds**

# Contact us



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