

Realtime Resilience Programs™

Resilience (r_-z_'ly_ns)

The ability to effectively cope with and recover quickly from stress; buoyancy

CRISIS SUPPORT SERVICES

Case Study

“ One of the best training sessions I have received at CSS. Everyone should have the opportunity to participate. ”

Crisis Support Services (CSS) is Australia's leading professional telephone counselling and training provider. CSS provides services such as Mensline, SuicideLine, Information Line, VeteransLine and Parent Support Service.

Providing telephone counselling to people in crisis is emotionally demanding. That's why Innate Intelligence was approached to offer workshops as part of the Counsellor self care and wellbeing programs.

We have trained over 60 counsellors, support staff and senior executives. Evaluations of the programs show that our wellbeing programs hit the mark – 92% of participants believe that the course was relevant to their role, whilst **94% would recommend that their colleagues attend the course.**

CSS have also purchased copies of Resilience Builder™ software for their staff. Now whenever they have a particularly difficult call, they can connect themselves to the software and quickly de stress.

“ Innate Intelligence provide the perfect balance of skills and experience using a hands on approach and validating this with research and understanding. ”

Wendy Sturgess, CEO Crisis Support Services



For more information including FAQ's, pricing and a video demonstration of ResilienceBuilder

visit www.i-i.com.au/realtime

