

# EXPERT TRAINING COURSES

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2025/2026  
training  
program

 **Géraldine Dufour  
& Pete Quinn**

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Géraldine and Pete are expert training providers who bring over 30 years of experience of creating and facilitating training in complex communications, mental health, wellbeing, neurodiversity and disability internationally.

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## Strategies for managing challenging conversations



3 Hrs

Pete Quinn / Géraldine Dufour

Workshop equipping teams and individuals with strategies to feel more confident in having challenging yet constructive discussions with colleagues, customers and external partners.

## Managing professional boundaries



2 Hrs

Géraldine Dufour

A workshop (in person or online) for frontline staff or people working in organisational development, focusing on establishing and maintaining professional boundaries to ensure a respectful and effective learning environment.

## Supporting colleagues delivering prevention & postvention initiatives activities



4 Hrs

Pete Quinn / Géraldine Dufour

Workshop for Senior Leadership team, a session including:

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

## Supporting colleagues with mental health issues

Géraldine Dufour



3 Hrs

A face-to-face workshop equipping staff with the knowledge and skills to support colleagues 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 employees and external partners. 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:**

- o Recognise the impact of communication on staff 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 professional settings.



3 Hrs

## Preventing bullying, harassment and sexual misconduct

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

**Géraldine Dufour**

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



1 day

**Train the trainer course:**

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



90 min

**Staff course content:**

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

➤ Alternatively, Géraldine can deliver these courses directly to your teams

## Neurodiversity 101

Pete Quinn



A workshop (in person or online) for anyone involved in managing and supporting neurodiverse colleagues. Provides an overview of neurodiverse profiles and considerations.

## 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.

## Note-taking in support services

Géraldine Dufour



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

## Managing procrastination

Géraldine Dufour



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

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to develop  
bespoke  
trainings

## Mapping your resilience

Géraldine Dufour



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

## Creating your wellbeing dashboard

Géraldine Dufour



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

## Coping with pressure and managing priorities

Géraldine Dufour



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

# Géraldine Dufour About ... Pete Quinn



## **Géraldine Dufour**

Psychotherapist with Senior Registered Accredited Member with BACP, having worked in mental health and wellbeing for over 30 years, Géraldine Dufour is a leading expert in matters related to wellbeing and mental health. She is an Honorary Senior Lecturer at the University of Essex and works directly with individuals and organisations across different sector facilitating training, consultancy and coaching.

Previously head of counselling at the University of Cambridge, chair of national executive committees for mental health and wellbeing and founding member of national research groups in mental health, Géraldine has a wide-ranging experience and an interest in cross-cultural communications. She chairs the European Association for International Education (EAIE) Student and Alumni Services Thematic Committee.

## **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 Participants say

## Pete and Géraldine's trainings:

- *I thought the use of two people presenting was particularly effective. They were very approachable and got a good rapport with the delegates. Very aware of sensitivities surrounding the topics.*
- *Good pace, excellent level of resource, not overly didactic, lots of reflection time built in and a sense of calmness and space. Excellent.*
- *Really well thought out relevant scenarios*
- *Not patronising, obviously understand processes well themselves*
- *Engaging and passionate*
- *Very warm, engaging, and authentic.*
- *Relaxed style which makes it easier to learn*
- *The trainers created a very open, friendly environment where people felt happy to share and have interesting discussions. It was a session where all the material felt interesting and relevant*

# Contact us



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