



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Interpersonal Skills For At Risk Children Youth And Families Training

Health Sciences and Social Services / Promotive Health and Developmental Services

Unit Standard 117184 · NQF Level 4 · 12 Credits · 9 Days

COURSE OVERVIEW

This course equips participants with the interpersonal skills necessary to effectively engage with at-risk children, youth, and families. It focuses on building trust, communicating empathetically, and facilitating positive behavior change in challenging environments. The training aims to enhance the ability of professionals to support vulnerable populations through trauma-informed and culturally sensitive approaches.

Category	Health Sciences and Social Services
Subfield	Promotive Health and Developmental Services
Unit Standard	117184
Accreditation	SAQA Accredited · NQF Level 4 · 12 Credits
Duration	9 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply active listening and empathetic communication techniques when interacting with at-risk children, youth, and families.
- Demonstrate the ability to build rapport and trust with individuals from diverse backgrounds and challenging circumstances.
- Analyze the impact of trauma and socio-economic factors on interpersonal dynamics and adjust communication strategies accordingly.
- Implement conflict resolution and de-escalation techniques in family and group settings.
- Evaluate the effectiveness of interpersonal interventions using feedback and reflective practice.
- Design a personalized action plan to enhance interpersonal skills in professional work with at-risk populations.

WHO SHOULD ATTEND

- This course is designed for social workers, youth care workers, educators, counselors, and community outreach staff who work directly with at-risk children, youth, and families in South Africa.

COURSE OUTLINE

Day 1: Understanding At-Risk Populations and Foundational Interpersonal Skills

- Characteristics and needs of at-risk children, youth, and families.
- Risk and protective factors: poverty, trauma, substance abuse, family dysfunction.
- Overview of interpersonal skills: empathy, active listening, non-verbal communication.
- Barriers to effective communication with at-risk populations.
- Cultural sensitivity and respect for diversity in South Africa.
- Self-awareness and personal biases in professional relationships.

Day 2: Communication Strategies for Engagement and Trust-Building

- Verbal communication: questioning, paraphrasing, summarising.
- Non-verbal communication: body language, tone, eye contact.
- Age-appropriate communication with children, adolescents, and adults.
- Cross-cultural communication and language considerations.
- Dealing with resistance, hostility, and silence.
- Conflict resolution and de-escalation strategies.
- Role-play exercises for trust-building scenarios.

Day 3: Empathy, Emotional Intelligence, and Trauma-Informed Care

- Emotional intelligence: self-awareness, self-regulation, motivation, empathy, social skills.
- Empathy vs sympathy: appropriate use in professional settings.
- Trauma-informed care: principles of safety, trustworthiness, choice, collaboration, empowerment.
- Impact of trauma on behaviour and communication.
- Identifying vicarious trauma and burnout.
- Self-care practices for practitioners.
- Case studies applying trauma-informed approaches.

Day 4: Supporting Positive Behaviour and Resilience in Children and Youth

- Common behavioural issues: aggression, withdrawal, defiance, acting out.
- Positive behaviour support: reinforcement, redirection, modelling.
- Strength-based approaches: identifying and building on assets.
- Resilience factors and how to cultivate them.
- Setting limits and enforcing rules with empathy.
- Motivational interviewing techniques: engaging, focusing, evoking, planning.
- Role-play: managing challenging behaviours in youth.

Day 5: Family Dynamics and Effective Family Interventions

- Family systems theory: boundaries, hierarchy, subsystems.
- Dysfunctional patterns: enmeshment, disengagement, triangulation.
- Engaging resistant or overwhelmed families.
- Conducting family assessments and genograms.
- Parenting skills training: positive discipline, consistency, nurturing.
- Family meetings: structure, facilitation, goal-setting.
- Referral to family support services in South Africa.

Day 6: Group Work Skills for At-Risk Populations

- Types of groups: support, skills training, therapy.

- Stages of group development: forming, storming, norming, performing, adjourning.
- Facilitation skills: active listening, summarising, linking.
- Managing difficult group members: monopolisers, silent members, disruptors.
- Activity design: icebreakers, role-plays, discussions.
- Cultural considerations in group settings.
- Ethical issues in group work: confidentiality, dual relationships.
- Practice facilitating a short group session.

Day 7: Crisis Intervention and Safety Planning

- Crisis theory and types of crises in at-risk populations.
- Crisis intervention models: SAFER (Safety, Assessment, Facilitation, Emergency, Referral).
- Suicide and self-harm: risk factors, warning signs, assessment.
- Safety planning: steps, resources, follow-up.
- Child protection and mandatory reporting in South Africa.
- Collaboration with social workers, police, hospitals.
- Debriefing and post-crisis support.
- Role-play: crisis call or in-person intervention.

Day 8: Advocacy, Referral, and Multidisciplinary Collaboration

- Advocacy skills: speaking up, empowering clients, systemic change.
- Resource mapping: identifying local services in South Africa.
- Effective referral processes: warm handoffs, follow-up.
- Multidisciplinary teamwork: roles, communication, meetings.
- Ethical considerations: confidentiality, conflicts of interest, boundaries.
- Case documentation: SOAP notes, progress reports.
- Legal frameworks: Children's Act, Domestic Violence Act.
- Case study: coordinating care for a family.

Day 9: Integration, Application, and Self-Reflection

- Review of key concepts and skills from Days 1-8.
- Case study presentations: assessment, intervention, evaluation.
- Simulated client sessions with feedback.
- Ethical decision-making in complex cases.
- Self-reflection: journaling, peer feedback, supervision needs.
- Creating a personal development plan.
- Professional boundaries and burnout prevention.
- Course evaluation and certification requirements.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **12 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 33,300.00	R 33,300.00
1	In-House	R 43,300.00	R 43,300.00
1	On-Campus (Pretoria)	R 50,000.00	R 50,000.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	20 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	21 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	21 Aug 2026	On-Campus	Mauritius
12 Aug 2026	24 Aug 2026	On-Campus	Cape Town, South Africa
13 Aug 2026	25 Aug 2026	On-Campus	Dubai, UAE
14 Aug 2026	26 Aug 2026	On-Campus	Pretoria, South Africa
17 Aug 2026	27 Aug 2026	On-Campus	Durban, South Africa
18 Aug 2026	28 Aug 2026	On-Campus	Shenzhen, China

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

- 1. Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 117184) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
- 2. Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
- 3. Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
- 4. Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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