About Ripple Learning

We're a specialist capability-building partner, working with organisations all over Australia to navigate human complexity.

We help you and your teams build the skills to manage conflict, difficult conversations, stress and change; through customised, evidence-based workshops delivered in psychologically safe learning environments. No two sessions are the same: every workshop is designed around your organisation's real challenges, not a training script.

In the community, we help young people talk about their mental health and help them work through the issues and obstacles that are holding them back. Rather than simply giving a percentage of profits, Ripple Learning channels one hundred percent of our profits to support effective community-based youth mental health services. Ripple Learning is a registered charity.

Frequently Asked Questions

1. Where are your workshops held?
All workshops can be facilitated in any of the following modes:

Face-to-face
(At your workplace or in meeting rooms you hire for this purpose)

Online
(Using Zoom or whichever platform your organisation prefers)

Hybrid
(Part of your team in the same room and part online)

We currently find most workplaces are keen to arrange a face-to-face session as a way to bring staff back into the office to facilitate collaboration and networking opportunities.

However, our facilitators are also experienced mediating workshops online and are equally able to create a psychologically safe and engaging learning environment in an online mode.

2. Can the workshop be delivered online?

Yes. All workshops can be offered in an interactive mode online, where that is preferred.

3. What dates can you offer?

Different facilitators on our team are focused on different skillsets. Just give us a call on our 1300 262 077 or send an email to **info@ripplelearning.com.au**. Let us know what content area you would like us to focus on and we will send you a list of possible dates that our facilitators have available for that topic. Then, you can lock in your preferred date. If you already have a few dates you would like us to work with, just let us know and we will do the best we can to assign a facilitator who can be available on that date or dates.

4. How long are your workshops?

We will make the most of the time you have available and will customise our approach accordingly.

Every format, from 1-2 hour session to a full day program, is built around your goals, not a fixed curriculum. We don't offer generic or off-the-shelf content.

The time you choose to set aside will depend on what your goals for the session are. Just let us know what works for you.

1-2 Hours	½ Day Workshop	Full Day Workshop
Typically introduces the key concepts and provides an overview of the H.E.A.R model of deep listening. It is a popular option for a 'lunch and learn' session, breakfast meeting or evening webinar.	**Typically covers all content areas**, includes a demonstration of skills and provides space for half an hour of skills practice or small group discussion.	After covering all content, the focus is on **building confidence in the execution of skills** – taking your team on a journey through the stages of the adult learning cycle; from unconscious incompetence, through conscious incompetence to conscious competence through participation in lots of role-play practice.

5. We have specific employees who would benefit from individualised support. Can you help with this?

Yes. Further role-play practice sessions can be arranged for staff members who need to be able to take their skills to the stage where they can competently handle any situation without having to think consciously about what they're doing. Coaches can work with them in a ratio of 1:1, 1:2, 1:3 or 1:4.The coach will provide feedback on practice and then facilitate further practice opportunities so that they can keep applying and refining the skills they've learned; building lasting adult capability, not just a one-off skill.

6. How much do you charge for each session?
The standard rates if there is minimal customisation required are outlined below.

$1,995 + GST	$2,995 + GST	$5,395 + GST
1-2 Hours	**1/2 Day Workshop**	**Full Day Workshop**

Given that Ripple Learning is a social enterprise, we have the flexibility to be able to adjust our rates if there are concerns about affordability. So, please do just reach out if you would like to discuss what is affordable for your organisation.

7. Do you offer reduced rates for non-profit organisations?
Yes. Please give Helen Jarvis a call – 0402 057 754 – to discuss further.

8. We'd like to combine elements of the content outlined in a few of the workshops you have advertised, is that possible?
We would be more than happy to customise a unique programme for your needs. Just give us a call to discuss your goals.

9. How many participants can we have at the workshop?
We are flexible about the number of participants and have provided the workshop for group sizes from 2-50. We have also delivered conference presentations on the same material to much larger group sizes.

Some factors to consider include:
- We find participant engagement levels are higher with group sizes of less than 25 for face-to-face workshops.
- We find participant engagement levels start to drop with group sizes larger than 18 in online workshops.
- Smaller group sizes facilitate more individual coaching during skills practice sessions.

10. Can I register for a Ripple Learning workshop as an individual?
Yes, two of our workshops are offered in an interactive, online seminar format:
- Accidental Counsellor
- Conflict Resolution
Individuals can register through our website – with or without their employer's support. The cost to register one individual is $450 + GST.

11. Can I work through course modules at my own pace?
Our approach is to build practical, transferable skills through live, responsive facilitation; not a self-paced modular course. This is a deliberate choice. Cookie-cutter or self-service training doesn't build the confideence and judgement needed to navigate real, complex conversations. Supported practice, in a psychologically safe room, is what makes the learning stick.

12. How experienced are the Ripple Learning workshop facilitators?
All our workshop facilitators have extensive professional experience in mental health and well-being and/or difficult conversations. They are experienced mediators, counsellors, psychologists, general managers, HR professionals, consultants and coaches. All have relevant professional qualifications and accreditations. We are all currently working with clients as well as trainers in this area (we don't just talk about what we did many years ago before becoming a trainer - we are still employing these skills ourselves with current clients).

13. How do you decide which organisations receive funding from Ripple Learning?
Ripple Learning is a social enterprise. 100% of profits each year are distributed to fund the core services of youth mental health organisations (currently KYDS Youth Counselling and Stepping Stone House) that support young people in the "missing middle": those who sit between mild and acute care, and who often struggle to access consistent, affordable support. We look for organisations which are:

- Non-profit
- Community based
- Cost effective

- Provide services which are:
- Young person centered
- Easy to access
- Strengths-based
- Needs based
- Working systemically with the young person's family and support network
- Outcome and continuous improvement oriented

When workplaces engage Ripple Learning they get high quality, engaging workshops that also have a social impact.