

Care Matters: Providing Telephone Support

Maximum Participants: 16

Duration: One Day

Timings: 09:30 – 16:30



Mike Phillips Training

Releasing potential through learning and development

Suitable for

All health and social care professionals who may deal with loss or bereavement through their work, including:

- Day care staff
- Domiciliary care staff
- Health care assistants
- Nursing staff
- Residential care staff
- Team Leaders and Managers
- Voluntary Sector Staff/Volunteers

Aim

To identify and practise the skills for using the telephone when offering advice, information and emotional support. You will practise listening and support skills to ensure you respond to emotional calls appropriately.

Learning Outcomes

By the end of the course, you will be able to:

- Identify the three key components of communication
- Identify communication issues specific to telephone contact
- Set telephone support within the context of the whole organisation
- Reflect on your current practice
- Explore our understanding of personal and organisation boundaries
- Use active listening skills when providing telephone support

You will also leave the course with:

- A sense of achievement
- A toolkit of techniques and practical ideas for releasing your potential
- A Personal Action Plan to take your learning further

Training Style

All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (*email required)

Other Courses to consider (Visit my website for details of these and other courses)

- ➔ Care Matters: Basic Counselling Skills
- ➔ Care Matters: Protecting Client Confidentiality and Professional Boundaries
- ➔ Influencing and Persuading Skills
- ➔ Interpersonal Communication Skills
- ➔ Mental Health Awareness



"A useful, interactive and practical day."

I now feel more comfortable and confident about dealing with support calls I deal with through my work."

Course Participant

Volunteer Centre Kensington and Chelsea



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