



Course Outline

Providing Telephone Support

Minimum and Maximum Learners: 06 - 16 Duration: One Day Timings: 10:00 - 16:30

Suitable for

All those who provide support via telephone helplines and befriending services.

- Day care staff
- Domiciliary care staff
- Health care assistants
- Peer Support Workers and Volunteers
- Nursing staff
- Residential care staff
- Team Leaders and Managers
- Telephone Befrienders
- Voluntary Sector Staff/Volunteers
- Housing Sector Staff
- Volunteers

Aim

To identify and practice the skills for using the telephone when offering advice, information and emotional support. You will practice 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.
- ✓ **Explain** communication issues specific to telephone contact.
- ✓ **Set** telephone support within the context of the whole organisation.
- ✓ **Reflect** on your current practice.

✔ **Clarify** your understanding of personal and organisation boundaries.

✔ **Use** active listening skills when providing telephone support.

✔ **Develop** strategies for dealing with difficult or emotional calls.

Benefits of Attending

✔ Feel confident and ready to put your learning into practice.

✔ Take away a practical toolkit with proven techniques and ideas you can use straight away.

✔ Create a Personal Action Plan to apply your learning in your workplace.

Training Style

This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (*email required)

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

➔ Advanced Communication: Using the Principles of Neuro Linguistic Programming – NLP Techniques (2 Days)

➔ Basic Counselling Skills for Health and Social Care Professionals (2 Days)

➔ Dealing with Stress and Boosting Your Wellbeing

➔ EDI: An Introduction to Equality, Diversity and Inclusion (Front Line Staff and Volunteers)

➔ EDI: Disability Awareness

➔ EDI: Learning Disability Awareness

➔ HIV Awareness

➔ Loss and Bereavement (2 Days)

➔ Mental Health Awareness

➔ Protecting Client Confidentiality and Professional Boundaries

