



Active listening workshop

Overview

Many of us deal with stressed out, angry or frustrated people on a daily basis as part of our role. We may never have been taught how to deal with these situations and instead we 'muddle through' with what we've picked up along the way.

This highly interactive and fun workshop will equip you to listen well and let the other person know that you've heard them, calm them down and create the space for much better communication. This session provides a fantastic opportunity to develop these skills in a supportive environment.

Duration

This is a half-day course (2.5 hours).

Training outcomes

This highly interactive and engaging workshop will enable you to:

- Understand the importance of listening for good communication.
- Know what 'good listening' is through practical examples and experiential learning.
- Explore the concept of active listening as a vital core skill.
- Practice using active listening skills in a supportive environment.
- Recognise how active listening can calm down people who are upset or feeling stressed.

Who is it for?

- Customer service professionals
- Chief executives, team leaders or managers dealing with staffing issues
- Drug and alcohol workers and anyone working with vulnerable adults
- Housing officers and case workers
- Youth workers
- Charity workers or volunteers

Testimonial

"The training was very good, the volunteers got a lot out of it and so did I. It made me reflect on a couple of situations that have happened recently, so I found it quite helpful personally."

N.Chen, Active listening workshop course participant

If you are interested in this training course for your organisation, send me an e-mail or call for a free consultation to see how I can work with you:

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