



## **Training: Active Listening Case Study**

### **Manchester Street Pastors**

Manchester Street Pastors run a large team of volunteers who go out on the streets of Manchester, Oldham, Rochdale, Bury and Stockport to support people in need on Friday and Saturday evenings. They frequently deal with people who are stressed, lost, confused or under the influence of alcohol or drugs. The volunteers are both practicing and retired professionals and people from all different walks of life. What they share in common is the desire to help others.

The coordinator of the programme got in touch with Peacebuilders to see if I could offer training around listening skills for the volunteers. I put together a tailored programme, initially delivered in a 2 hour session. The participants gave such positive feedback that they decided to extend the slot to a half day session, incorporating some further training around stereotypes and diversity.

Several years on, this training has evolved and is now delivered twice a year in the Manchester area. The feedback is always excellent.

#### **Testimonial**

"Thanks so much Laura. 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, Coordinator, Manchester Street Pastors**