

# Listening Support Skills Online Sessions

**Thursday 20 May 2021**

**9.30am-12.30pm (online registration 9.25am)**

**Saturday 25 September 2021**

**1.00pm-3.30pm (online registration 12.55pm)**

**Thursday 21 October 2021**

**9.30am-12.30pm (online registration 9.25am)**

## Why Listening Support Skills?

- In all aspects of life we are asked to listen to others and communicate in response, but how effective are we at doing this?
- Listening support skills training sessions are for anyone who wants to improve their awareness and skills around listening and communicating with others both in a personal or professional capacity.
- This 2.5 hours training course will give you an awareness of what it means to truly listen to others and the skills that are involved in doing this. This will then lead to being more effective in communication generally.

## What are Listening Skills?

Listening requires focus and concentrated effort, both mental and sometimes physical as well.

Listening means paying attention not only to the story, but how it is told, the use of language and voice, and how the other person uses his or her body. In other words, it means being aware of both verbal and non-verbal messages. Your ability to listen effectively depends on the degree to which you perceive and understand these messages.

Listening is not a passive process. In fact, the listener can, and should, be at least as engaged in the process as the speaker. The phrase '*active listening*' is used to describe this process of being fully involved.

## Learning outcomes

- Understand the need for and skills necessary to deliver appropriate listening support.
- Understand and have knowledge of different listening skills and the use of appropriate communication when delivering listening support.
- The opportunity to practice skills and consider applying them to difficult situations and topics.
- Understand the limitations of listening support, the boundaries of confidentiality and when these must be breached.

**To register for this online event via Zoom –£20 per person—  
please go to [bookwhen.com/Nepacs](https://bookwhen.com/Nepacs)  
For any issues contact [training@nepacs.co.uk](mailto:training@nepacs.co.uk)**