

Listening Skills and Emotional Health – Facilitated Online Course

This course is open to any employee currently working in an NHS commissioned mental health telephone response service (e.g. MH crisis response or 999/ 111 call handlers) and individuals working in associated organisations.

The **Listening Skills and Emotional Health** facilitated online course is being delivered for Health Education England by Samaritans.

Overview

Active listening is an invaluable skill – both professionally and personally. Active listening requires us to be present, focused and concentrating fully. It challenges us to listen, with all our senses, to the facts and feelings shared with us; and to explore what may lie behind them. Listening more effectively – and having a true understanding of a situation or need – helps us to provide appropriate and effective support.

Listening Skills and Emotional Health will help you to develop your active listening skills – and to take care of your own emotional health too!

Objectives

Specifically, this course will help you to:

- Assess your own and others' emotional health using the Emotional Health Scale.
- Use active listening skills to have supportive and effective conversations.
- Signpost people to sources of additional support.
- Consider ways to maintain your own emotional health.

The course is led by an expert Samaritans facilitator and uses a variety of tools to encourage interaction and group learning.

Pre course work

The prework comprises of three, short activities for you to complete before participating in the course. These will be shared and discussed in the course, so, to maximise your learning, please come prepared.

The prework should take around 45 minutes to complete.

Workbook

You will receive a workbook containing the key concepts, examples and practical techniques explored in the course for your ongoing reference.

Duration

This is a 2½ hour course including a break:

AM: 09:30-12:00

PM: 13:30-16:00

To secure your place, please click on one of the links below, selecting your preferred date and time. This will take you to an Eventbrite booking page. We recommend you use the Chrome Browser.

If you require any further information, please contact externaltraining@samaritans.org

Please note: Failure to attend or cancel a booked place will exclude you from future applications.

6th September 2022 – 09:30 – 12:00 – <https://www.eventbrite.ca/e/listening-skills-and-emotional-health-facilitated-online-course-tickets-384664390547>

6th September 2022 – 13:30 – 16:00 – <https://www.eventbrite.ca/e/listening-skills-and-emotional-health-facilitated-online-course-tickets-390342945257>

19th October 2022 - 09:30 – 12:00 – <https://www.eventbrite.ca/e/listening-skills-and-emotional-health-facilitated-online-course-tickets-390343516967>

23rd November 2022 – 13:30 – 16:00 – <https://www.eventbrite.ca/e/listening-skills-and-emotional-health-facilitated-online-course-tickets-390344068617>

7th December 2022 - 09:30 – 12:00 – <https://www.eventbrite.ca/e/listening-skills-and-emotional-health-facilitated-online-course-tickets-390344379547>