

A workshop for counsellors
“Telephone Counselling Skills”
on the evening of the 10th May 2017
from 6pm to 9pm

at The Uplands Day Centre, Shrewsbury, SY3 8GA

Facilitated by: Jacquie Hampton (MNCS Accred) and Nicola Vincent (MNCS Accred).

Both trainers are qualified counsellors and are Samaritans which ensures that they bring a unique blend of theory and practical experience to the training session.

The Course: An introductory workshop covering the skills required by counsellors to deliver telephone counselling safely and effectively. Including discussion, group work and experiential learning the workshop will cover:

- Similarities and differences between face to face and telephone counselling.
- benefits and challenges of telephone counselling.
- core skills and qualities required for telephone counselling.
- developing the therapeutic relationship over the phone.
- managing telephone counselling sessions.
- practical issues.
- working ethically within professional competences.

At a time when people are increasingly seeking flexible services the option to be able to provide counselling by telephone is essential.

Course Fee: £25.00 to include light refreshments.

If you would like to book please contact Confide to obtain a booking for or alternatively go to our website www.confide.org.uk

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Name: (Block Capitals).....

Address: (Block Capitals).....

Tel No: email:

Organisation:

Please enrol me for the **“Telephone counselling skills” on 10th May 2017.**

CPD Certificates will be issued*

I enclose a £25 fee, for the course inclusive of light refreshments.

** Please make cheques payable to Confide Counselling Service and send to us at the address below. If you would rather pay via internet banking, please contact our office for details.*

We offer group discounts for Organisations wishing to send 3 or more delegates. Please contact us to enquire

PLACES ARE LIMITED – your place will only be confirmed once payment is received

The Venue for this workshop is: **The Uplands Day Centre, Shrewsbury SY3 8GA.**

There is parking on-site. Registration 5.45pm.

**Further queries should be addressed to: Judy Salmon,
Training Co-ordinator, on 01743 351319 or email: admin@confide.org.uk**

Cancellation policy: In the event of cancellation by the participant, Confide reserves the right to a 25% cancellation fee. CANCELLATIONS WILL NOT BE ACCEPTED BY TELEPHONE, BUT MUST BE MADE BY IN WRITING/BY EMAIL

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