

A workshop for counsellors
“Telephone Counselling Skills”
Saturday 7th July 2018
from 10am to 4pm

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.

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 7th July 2018.**

CPD Certificates will be issued*

- * I enclose £65 [] Non-Confide Counsellor
 £55 [] Student Counsellors (Course:)
 £50 [] Confide Member
 £25 [] Confide Staff

** Please make cheques payable to Confide Counselling Service and send to us with completed form at the address below or alternatively email the form and pay by BACS using your initials and “TRAINING” as the reference for payment. HSCB Sort Code: 40 41 30 A/C: 72229633*

Fee includes refreshments and light lunch

Do you have any special dietary / support requirements?.....

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 from 9.30am onwards.

Further queries should be addressed to:

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