

**Effective**

# Communication Skills

Communicating with empathy, connection and care to support others.



## Overview

Do you want to learn how to support people better?

Maybe everyone comes to you with his or her problems. Perhaps you want to be a better support to someone who needs help. You could be at home, at work, or out in the community when you encounter someone who needs support. It can happen when you least expect it.

This workshop will support participants to engage with a person in distress using our Recognise, Respond, Refer model. Participants are also supported with an understanding of, and practical tips for, self-care.

## Aim

- Develop communication and interpersonal skills
- Build confidence in utilising these skills
- Enhance interactions between ourselves and others
- Learn to assist people in distress and look after ourselves.

## Learning Objectives

On completion of the workshop, participants will have:

- Communication and interpersonal skills to engage in a supportive interaction with a person in distress
- Confidence in using these skills through practice
- Knowledge of how to assist people in distress, link them to further support and look after ourselves

## Topics and Skills Covered

- Responding with appropriate care
- Building rapport
- Paraphrasing
- Clarifying
- Careful questioning
- Normalising
- Summarising
- Communication Barriers
- Arranging appropriate support
- Referring Confirming the plan
- Ending the conversation
- Self Care

## Format

3 ½ - hour Face-to-Face or Virtual Workshop with a qualified Lifeline Trainer.

## Resources

Handbook, relevant links. Workshop Slides with Notes

To Register and view our other open workshops

**CLICK HERE**

Or enquire about exclusive training for your workplace:

E: [lifeline.training@ucommunity.org.au](mailto:lifeline.training@ucommunity.org.au)