

Samaritans

Course Outline

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| Course Title | Conversations with Vulnerable People |
| Duration | 10 a.m. to 4 p.m. |
| Course Materials | Workbook, pen, Listening Wheel mouse mat, delegate feedback form, signposting card |

Objectives

At the end of this course delegates will be able to;

- ◊ Recognise vulnerable people
- ◊ Assess the Emotional Health Scale
- ◊ Use effective listening tools and techniques to acknowledge difficult feelings and circumstances
- ◊ Show you have listened and understood
- ◊ Use strategies to de-escalate difficult circumstances and emotions
- ◊ End conversations effectively
- ◊ Sign post people to support

Course Agenda

10.00 a.m. **Welcome & introduction**

10.10 a.m. **Session 1 – Overview of Vulnerability**

- ◊ Objectives
- ◊ Delegates conversations *(Information sharing session)*
- ◊ Recognise a vulnerable person
- ◊ The Emotional Health Scale *(Workbook exercise)*

11.15 a.m. **Break**



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11.30 – 1.00 p.m.

Session 2 – Samaritans Listening Wheel Module

- Introduction to effective listening tools and techniques
- A question of interpretation – what do we hear? *(Skills practice)*
- Barriers to listening – what stops us from listening?
- The Listening Wheel - The Power of active listening
- Show you have listened and understood *(Workbook exercise)*

1.00 p.m.

Lunch

1.30 p.m. – 3.00 p.m.

Session 3 – Samaritans Listening Wheel in Practise

- The Listening Wheel *(Open questions- skills practice)*
- Practising the Listening Wheel skills
- Strategies to de-escalate difficult circumstances *(Workbook exercise)*

3.00 p. m – 3.15

Break

3.15 – 4.00 p.m.

Session 4 – Ending Conversations

- Ending conversations effectively
- Listening Wheel *(Skills practice)*
- Re-visit delegates skills rating
- Actions planning *(Workbook exercise)*
- Signposting to sources of support
- Feedback and evaluation

4.00pm

Close



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