



# COURSE OUTLINE

COURSE TITLE: **Communication and listening skills**  
LEVEL: **3**

COURSE

DURATION: **One day**

## Introduction

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Communicating with children who are traumatised, disturbed or who have learning disabilities or difficulties is difficult and we need to develop ways to approach them.

Communication is a two way process that involves listening and talking as well as careful use of our actions and inactions. Communication fails when we get these wrong.

## Benefits of Attending

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Communication is the means by which we establish trust and build relationships. Good communication is the vital when working with any children and young people and listening skills are probably the most important skill in social care. The course will help everyone reflect on and improve their basic communication skills.

## Programme Highlights

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- A fresh look at recording skills
- Active listening skills part one
- Active listening skills part two
- How children communicate and understand

## Who Should Attend

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Any carer who is interested in becoming better at communication skills

## Special Notes

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## Communication and listening skills

### Learning outcomes

- To assist learners to improve their ability to communicate with children and young people
- To assist learners to become more aware of the skills required to be a good communicator

### Introductions. (15 mins)

### Session 1. A fresh look at recording skills (1 hour)

- Principles of good recording
- Observation and interpretation
- Sharing and confidentiality

### Coffee. (15 mins)

### Session 2. Active listening skills part one (1 hour)

- Improving our listening skills
- Non verbal communication
- Body language and touch

### Lunch (15 mins)

### Session 3. Active listening skills part two (1 hour)

- Paying attention
- Giving feedback. Responding appropriately
- Avoiding listening blocks

### Coffee (15 mins)

### Session 4. How children communicate and understand (1 hour)

- Communication with younger or less able children
- Talking to children about difficult issues
- When communication breaks down

### Any Questions (15 mins)

Close