Virtually Listening, and Building Confidence to Respond

These two new courses have been developed in direct response to the current COVID-19 situation and designed specifically for online delivery to smaller groups of participants.

The first course, 'Virtually Listening: Remote Support Skills in the time of COVID-19', offers a practical guide to approaching support via a range of remote tools, where the 'Building Confidence in Supporting Distressed People' course focuses on understanding particular challenges faced by groups – in general, and specifically during lockdown. It provides space for reflective practice and has a strong emphasis on the support and wellbeing of those attending. The workshops have been developed to complement each other, but each work as a stand-alone course, and they utilise a range of tools to offer a participative online training experience.

1. Virtually Listening: Remote support skills in the time of COVID-19

This course will offer participants the chance to:

- Think about the similarities and differences between remote communication tools (telephone, zoom, text, email, webchat)
- Reflect on experiences of both giving and receiving support remotely, and share learning from this
- Consider the practical stages of offering remote support – before, during, and after – and create an individual action plan
- Learn about how these skills can be applied in more challenging situations
- Consider self-care in a challenging working environment

2. Building Confidence in Supporting Distressed People

This course will offer participants the chance to:

- Take time to reflect on the current situation that they find themselves in, and consider their own wellbeing in a supportive environment
- Connect with colleagues about the current picture for the people they are supporting who may be experiencing distress
- Learn about how to notice and respond to distress appropriately
- Consider how communication works, and learn the basic requirements for good listening – and how these responses translate to support offered remotely by text, email, webchat, and zoom.

Training is delivered in a relaxed and interactive manner, with virtual breakout rooms and opportunities for questions and discussion.

Delivery Options

Course Length: 2.5 hours (Virtually Listening) / 2 hours (Building Confidence)
Maximum Delegate Numbers: 12
Setup Requirements: Internet connection, sound, and video.
Delivery Mode: Online delivery, via Zoom

Course Fees: please contact training@bristolmind.org.uk for a quote.