

MCL - Patient Listening Module

Suitable for:

Volunteers who are supporting patients on the ward or in the Community for patients who wish to talk through their concerns about dying. Health Care professionals who may wish to have insight into holistic communication skills

Course description:

Supporting patients at the end of their life is a challenging but hugely rewarding role. Listening forms a huge part of the volunteering role as patients may prefer to confide in a volunteer as a 'professional friend' about their concerns or worries rather than busy member of staff. Seeing the person behind the illness can have a profound effect on the well-being of our patients.

Patient Listening Skills is a bespoke workshop for volunteers working within our palliative care unit created by our own volunteer Mandy Preece, a qualified "Soul Midwife". As a volunteer Mandy has a unique insight into picking up on the emotional words being used by the patient and how to apply specific listening techniques.

Learning Outcomes:

By the end of this workshop you will:

- Know why listening is so important
- What makes a good listener: to do's and don'ts
- Be aware of body language
- Learn specific listening techniques
 - Active Listening
 - Reflective Listening
 - Pure Listening
 - Responsive Listening
 - Compassionate and empathetic Listening
- Practice listening skills

Course Dates and How to Book

Please book via Anita Rigler on 01202 705353 anita.rigler@rbch.nhs.uk

Venue

Seminar Room. Christchurch Hospital

Dates Available:

2017 full

2018 dates TBA

Time

9.30am-2.00pm