

TCF TELEPHONE LISTENING SKILLS TRAINING 2008



TCF is pleased to announce *Volunteer Telephone Listening Skills Training Course.*

Course Dates:

Wednesday 9th April
Wednesday 16th April
Wednesday 23rd April
Wednesday 30th April

Saturday 3rd May

Wednesday 7th May
Wednesday 14th May
Wednesday 21st May
Wednesday 4th June

Weekdays 7pm – 9pm
Saturday 9 am – 4pm

Contact:

Tel: 9888 4944
Fax: 9888 4900

The Volunteer Telephone Listening Skills Training Course is a prerequisite at TCF for volunteers to be able to answer grief calls. The 20 hour course will be run over 10 weeks with 8 x 2 hour evening sessions and 1 x 4 hour weekend session. The starting date is Wednesday 9th April, 2008. The course concludes on Wednesday 28th May, 2008.

To participate in this training you need to be past the 1st anniversary of your child's death. All sessions must be attended to successfully complete the course, unless there are extenuating circumstances.

Facilitator:

Ms. Barbara Dickson,
Specialist Counselling Psychologist, BA.
(Psych), BED. (Couns). MAPsS

- Communication skills
- Rights & Responsibilities
- Individual learning goals
- Being present to callers
- Your role with callers
- Establishing rapport
- Assessment of caller's need
- Components of communication
- The role of theory
- Self-care
- Debriefing
- Empathy-Understanding grief
- Differences in grief expression
- When to refer on
- Terminating calls

If you would like further details please contact Sue on 9888 4944 or fill in the Expression of Interest form and forward to TCF PO Box 171 Canterbury 3126.

Or you can contact Sue on - E-mail:
sueb@compassionatefriendsvictoria.org.au



TCF VOLUNTEER TELEPHONE TRAINING COURSE
EXPRESSION OF INTEREST
RETURN TO TCF, PO BOX 171 CANTERBURY 3126
Email: sueb@compassionatefriendsvictoria.org.au

Name: _____

Address: _____

Telephone: (Day): _____ Phone: (Evening) _____

Yes, I am interested in attending the Volunteer Telephone Training Course commencing April 2008. Please make comment in support of your Expression of Interest in terms of any prior training or experience you have in the areas of Communication, Listening Skills, and/or supporting individuals in the area of grief.

Yes, I am interested in the Volunteer Telephone Listening Skills Training Course, but not at the moment.