

# Listening and Helping Skills



**Facilitated by Jenny Nicholson and Celia Wilson**

- **Have you ever found it hard to listen to someone else's troubles?**
- **Is it difficult for you to give bad news?**
- **Are you able to set limits clearly?**

## Who is this for?

This three-day course is intended for people who find themselves, personally or professionally, in a supportive role, and recognise that an improvement in their listening skills can improve the way they relate to other people as well as having a beneficial effect on themselves.

## What will this course help me to do?

- Listen attentively and respond in effective and useful ways
- Be authentically supportive
- Understand feelings (including your own)
- Deal with behaviour you find difficult
- Develop your self-awareness
- Give bad news
- Say no and set limits
- Make a balance between your own needs and those of others
- Help others to make changes and open up new horizons

From participants on a previous course:

"I have learned how to embrace a more confident side of me. I can feel now that I have the knowledge to handle a difficult situation with reflection." K---

"Thanks to you, I now know what I want to study at university. I have learned a great deal about myself from attending your course. So thanks for that and for pointing me in the direction that I needed" Z---

## Tell me more about the course

It is so easy to think we know how to help someone and what they need. This course is about enabling the person themselves to be the guide as to what they need.

Our course will be based on a model of helping devised by John Heron, which asks, "What is it appropriate for me to do or say at this particular moment, with this person, in this situation? What is my intention - in the help I offer this person?"

In order to work effectively in this way you may need to develop your self-awareness, so we shall use several other models including assertiveness and peer listening.

You will be invited to participate actively in this course. It will include some theoretical input, group discussion and working in pairs and small groups. You will practice a range of skills using your own everyday situations in work and personal life. Reflecting on your experience and sharing, as you choose with others in the group, will lead to new insights and action planning.

## The Facilitators

### Jenny Nicholson, Cert Ed, Dip. Hum. Psych.



Jenny has over 20 years of experience as a facilitator of personal and professional development, working mainly in voluntary and public sector organisations and in adult education. For the past ten years she has focused on the training of counsellors at a range of different levels, from short introductory courses to further education and university programmes awarding professional qualifications. Jenny's approach draws on her background in movement and drama. She says: "An awareness of body language and 'felt sense' can deepen our understanding and experience of both other people and ourselves and make our helping more skilful."

### Celia Wilson M.Sc, Dip. Hum. Psych.



Celia started her working life as a research physicist, in plasma research. Later, she was an organisational consultant helping for example, Oxfordshire Education Department acquire Investors in People status. These gave her a taste for clear evidence and effective project management. As her interest in the human side grew, she applied her expertise as a teacher, trainer and personal development facilitator. A qualified teacher of adults, she has taught both physics and co-counselling. She innovated the first experiential Humanistic Psychology course in a Further Education College.

## When and Where?

**We are recruiting for dates in  
late August/early September AND  
November  
in READING, Berks**

## How do I apply or learn more?

Contact [jenny.nicholson@talktalk.net](mailto:jenny.nicholson@talktalk.net) (tel) 0118 966 2633

Or [celia@orchardox.co.uk](mailto:celia@orchardox.co.uk) 077 121 68897

This is an IDHP course. The Institute for the Development of Human Potential (IDHP) is an organisation that seeks to promote and further the humanistic way of working – putting human beings and human needs first, listening to individuals and connecting the internal experience of thoughts and feelings with actions and relationships in the external world. It has been awarding Humanistic Psychology qualifications in the UK since 1978. See [www.idhp.org](http://www.idhp.org)

