



PROVIDING SUPPORT THROUGH ACTIVE LISTENING

Presented by Cancer Lifeline, Era Living, Kline Galland Hospice and Synergy Homecare

TUESDAY, MAY 15, 7:30–9:30 AM

1.5 credit hours Training approved by NASW-WA chapter for CE hours

Summary

A skilled listener can attend to difficult emotions with empathy and provide a safe space for emotional support. Being truly heard and understood is the foundation for establishing trust. Learning the skills to become an exquisite active listener can help strengthen relationships, enhance communication and remove barriers that hinder a person from moving forward.

Objectives

1. Identify three behaviors that promote steps in the active listening framework
2. Identify the key component of an open-ended question
3. Identify two elements of a clarifying statement
4. Engage in a conversation using active listening skills

Course Outline

1. Learn how to listen exquisitely and respond without giving your opinion
2. Learn how to be present and attentive when someone is in emotional distress
3. Examine personal beliefs and what it means to be helpful to others
4. Gain awareness of communication styles and how they impact others attitudes and perceptions
5. Participate in class exercises to enhance listening skills
 - a. Create open-ended responses during conversation
 - b. Clarifying content of conversation
6. Learn how to build rapport on the telephone
7. Examine roadblocks to effective active listening
8. Engage in simulated role play exercises
9. Receive peer observation and feedback on role plays

Instructor: Meghan Wilkins Melanson, LMHCA

**Complimentary breakfast will be provided at 7:30 am, with class starting at 8:00 am.
A tour of the community will be available at the conclusion of the class at 9:30 am.**

RSVP requested by May 11 to (425) 688-1900.

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