



"I really enjoyed the online session, it was run professionally by a skilled and knowledgeable facilitator. I feel that we were treated with respect and our perspectives were valued throughout the session, and I feel better equipped to support people who self-harm through our research as a result of the training" FreshStart – University of Leeds

Online Workshop: Virtually Listening – remote support skills by phone, text, email, webchat and video

Trainer: SIS training team

Maximum participants: 10

Course length: 2 hrs, plus handouts

This workshop has been developed in direct response to the current Covid 19 situation, where across sectors we are increasingly in contact with those we support via a range of remote technologies. It offers a practical guide to approaching support, both generally and in more challenging situations, and aims to build the knowledge and confidence of those attending. This course has been developed to either stand alone or complement others in a series of events, and utilises a range of tools to offer a participative online training experience.

Handouts, resource list and copies of the presentation will be available to complement learning.

Our expertise: Self-Injury Support has 30 years' experience in delivering high quality self-harm education to a wide variety of settings and participants. Our approach is participative and reflective, and is focussed on bringing the voice of people who use self-harm into the room, building empathy and confidence for supporters.

Virtually Listening: Remote support skills – 2 hour workshop outline		
Aims	This course will offer participants the chance to: <ul style="list-style-type: none"> • 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 ending sessions • Learn about how these skills can be applied in more challenging situations 	
9.45	Register and check tech is working	Input methods: <i>presentation, surveys, chat function, discussion, reflection, breakout rooms</i>
10.00	Introductions, our experiences, tools, tips and remote communication skills	
11.00	Comfort break	
11.15	Responding to distress, ART model of support, listening style self-assessment, final questions and observations	
Trainer can be available for 15 minutes post-training for individual questions		