

## **Empathic Listening and Interpersonal Communication**

For some people, listening comes easily and naturally, for others it does not. Studies have indicated that the most effective therapists are ones who are able to communicate with their clients most effectively, no matter what therapeutic approach or model they use. Unfortunately, we often do not get adequate training in these basic skills or we magically stop using them when we become “professional” counselors or case managers.

This one day workshop is designed to learn a variety of nonverbal and verbal techniques including restatements, simple reflections, complex reflections, double sided reflections, summarization, open ended questions, affirming, and paraphrases. There will be opportunities to practice these basic foundations for working with people.

This course is highly interactive and skill building.

### **Course Objectives:**

Participants who complete this course will be able to:

1. list 3 empathic listening skills
2. list 5 techniques that help to build the therapeutic relationship
3. practice these skills during the workshop
4. develop a plan for bringing new skills into their daily work

### **Learning Materials:**

The instructor will supply handouts of the PowerPoint presentation used in this course. Lecture and discussion will be the main learning activities, along with the use extensive of small group activities.

### **Assignments:**

Participants are expected to actively engage in dialogue with the instructors and other participants during interactive segments of the course.

### **Evaluation:**

There will be an opportunity for the participants to complete an evaluation of the course and the instructor. Depending on the requirements of the hosting organization, there may be a short post-test of the material at the end of the seminar.