

## Supporting emotional service users programme

<b>10:30</b>	<b>Welcome, introductions and expectations</b>
<b>11:00</b>	<b>What is emotional support?</b> <ul style="list-style-type: none"> <li>• Understand emotional callers in relation to your helpline</li> <li>• Understand emotional support in the context of your helpline</li> </ul>
<b>11:30</b>	<b>Personal boundaries</b> Understand appropriate personal boundaries in relation to working on a helpline
<b>12:30</b>	<b>Lunch</b>
<b>13:15</b>	<b>Sympathy and empathy</b> Understand the difference between sympathy and empathy
<b>13:30</b>	<b>Conveying empathy</b> Use an example to identify where empathy is demonstrated and what other skills can be used
<b>13:45</b>	<b>Using emotional support skills</b> <ul style="list-style-type: none"> <li>• Identify core skills to convey empathy</li> <li>• Understand how our emotional reactions affect our support</li> <li>• Identify key skills for responding to someone who is emotional</li> <li>• Understand how emotion affects communication and how we can respond</li> </ul>
<b>14:45</b>	<b>Break</b>
<b>15:00</b>	<b>Emotional support skills in practice</b> <ul style="list-style-type: none"> <li>• Explore emotional language and how to use it effectively</li> <li>• Use key skills sensitively for exploration of perceptions and feelings</li> <li>• Demonstrate empathy</li> <li>• Practice skills and techniques learnt throughout the day</li> </ul>
<b>16:00</b>	<b>Reflective practice</b> <ul style="list-style-type: none"> <li>• Know what is meant by reflective practice for a helpline worker</li> <li>• Identify some of the benefits of reflective practice</li> </ul>
<b>16:25</b>	<b>Summary</b>
<b>16:30</b>	<b>Close</b>