



Samaritans Training &
Engagement Programmes

SAMARITANS

Listening Skills

Course Outline

Active listening is a valuable skill, at work and beyond. **Listening Skills** is a course that equips people with six key skills for active listening. Anyone who regularly interacts with customers, colleagues, service users or the general public, will benefit from developing active listening skills.

Led by an expert Samaritans facilitator and using a variety of tools to encourage interaction and group learning, **Listening Skills** is a three hour course (available online or in-person) that helps organisations enhance and develop their people and teams' active listening skills.

Book now

Email: step@samaritans.org

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Samaritans is a registered charity

