



Shetland ADP

Online Enhancing Core Communication Skills

This session will take place via Microsoft Teams and is due to finish at 3.30 pm. There will be a break in the morning, a 30min break for lunch and a break in the afternoon session.

Our training attracts attendees from a wide range of sectors and we encourage active participation in our sessions through group discussions and by inviting individuals to offer comments on issues relevant to their role. If you have any concerns about participating within this interactive format please highlight this in the additional needs section of the booking form.

Overview

Good empathic listening is fundamental in the helping relationship. Called accurate empathy by Carl Rogers (1965), it is the cornerstone for person-centred practice. It is fundamental to good communication. In this course, we practise refining empathic listening skills and address other core communication skills that are important in the helping relationship.

Aim

To practise core communication skills with a focus on expressing accurate empathy through reflective listening skills.

By the end of the course you will be able to:

- Observed & debriefed a demonstration of the interpersonal style and core communication skills used in a helping relationship.
- Practised the interpersonal style and primary core communication skills.

Date: 19 January 2026

Time: 9.15am - 3.30pm

TRAINING WILL BE DELIVERED VIA MICROSOFT TEAMS

Booking Information:

To book a place please follow this link: [**Enhancing Core Communication Skills**](#). You may have to Create an Account if you don't already have one.

Please email: [**Mariem@sdf.org.uk**](mailto:Mariem@sdf.org.uk) if you have any general queries about this event.

Please make sure you can attend if you book a place. Courses are very popular so if you find you are unable to make it then **please let us know as soon as possible** so we can allocate your place to someone on the waiting list.