

## Active Listening

In any emergency situation, knowing how to listen effectively is an essential skill. This course covers a range of techniques that can be used to improve your listening abilities.

By the end of this interactive session you will :

- Have discussed what listening is
- Understand what skills are required for effective listening
- Have discussed the blocks to effective listening
- Have practised developing appropriate responses
- Have information on a listening model

**Wednesday 21 March 2018**

**9.30am - 12.30pm**

**Cumbria CVS, Maryport Community Resource Centre  
12a Selby Terrace, Maryport CA15 6NF**

**FREE to all volunteers\***

\* A £10 cancellation fee applies if a place is cancelled within one week of the training and/or for non-attendance. Full details on: <http://cumbriacvs.org.uk/training-and-events>

Book online: [www.cumbriacvs.org.uk/training-and-events](http://www.cumbriacvs.org.uk/training-and-events) OR



Complete and return a booking form to:

- Cumbria CVS, Shaddongate Resource Centre, Shaddongate Carlisle CA2 5TY
- [info@cumbriacvs.org.uk](mailto:info@cumbriacvs.org.uk)

