



COUNSELLING, COACHING AND COLLABORATING:

PART 1: PROFESSIONALS LEARNING TO LISTEN

“Starting from birth, babies learn who they are by how they are treated. Loving relationships provide young children with a sense of comfort, safety and confidence. They teach young children how to form friendships, communicate emotions and deal with challenges” Zero to Three

Deafness has an impact on the emotional health and wellbeing of the person themselves and those closest to them. As professionals, we support people with hearing loss and their families to make life changes, such as wearing hearing technology or providing a language rich environment - but sometimes, we need to use skills typically employed by counsellors to provide client centred care. Do you feel equipped to handle these potentially challenging conversations? In addition, how can you recognise the “emotional ice-berg” - where there may be more behind a comment or a question than first appears?

This course draws on current research and practice in working in a truly family-centred way to provide appropriate support and education to not only the children we serve, but also to develop skills in counselling, coaching and collaboration with parents and other family members.

LEARNING OUTCOMES

- Recognise the emotional impact of hearing loss on individuals and families
- Practise deep listening and reflecting to enable others to make life changes
- Know how to create an environment that enables us to look below the 'surface'
- Identify challenges and solutions in your workplace such as culture and time

COURSE OUTLINE

This interactive workshop is presenter led. It includes independent reflection, small group activities and whole group discussion. Delegates will receive a presentation pack which includes PowerPoint presentation, relevant reading for self-learning and practical resources for use in daily practice in working with families.

Section 1 Setting the scene: Feelings just are

Section 2 Counselling, coaching and collaborating

Section 3 Recognising the iceberg: Learning to listen

Section 4 Following up: How to respond

Section 5 Resources for your work

Section 6 Reflection and goal setting

WHO'S IT FOR?

Anyone who works with infants, children and young people with hearing loss and their families

A BIT ABOUT THE CREATORS

This course is close to the hearts of all who work at The Ear Foundation and has been developed through ongoing collaboration as a multidisciplinary team. As professionals we have worked with children and their families at the time of diagnosis of a hearing loss, joining them on their journey. We have been fortunate to have direct input from teachers of the deaf, speech language therapists, audiologist and early years professionals, to build a course that is a great balance of current research, theory and practical tips and strategies – a course that will impact your work with families of children with hearing loss.

FOR BOOKINGS OR MORE INFORMATION

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