

## **Positive Listening & De-briefing Course**

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### **Aims, Objectives & Content.**

To provide a “Train the Trainer” course on Positive Listening and De-briefing for Team-Teach tutors.

To provide tutors with the knowledge, skill, understanding and resources to be able to lead their own Positive Listening and De-briefing courses within the remit of their tutor certification.

By the end of the course participants will have:

- Experienced and passed a 6 hour PLD course
- An understanding of one-to-one debriefing and when to offer it to staff and service users
- Explored a range of beliefs related to debriefing
- Knowledge of a range of Positive listening skills
- Observed a range of reactions to serious incidents
- Practised a debriefing interview using role plays
- Considered debriefing in their own/special settings
- An awareness of how to develop support networks
- Knowledge of how to assess course participants
- An opportunity to become familiar with the course materials
- Demonstrated their competence to run 6 hour course on PLD

### **Day 1 9.00 - 4.30: The 6 hour PLD Course.**

Welcome and Introductions

Understanding Debriefing

Beliefs—how they influence the way we listen and talk (DVD exercise)

Positive Listening skills described and practised

Positive questioning

An example of a serious incident (DVD)

After a serious incident-an over-view

Reactions to serious incidents

The debriefing interview (DVD)

Practising debriefing using role-plays (DVD)

Creating a support network

Considering needs of own/special settings

Course test and certification

(Homework read course booklet)

## **Day 2 9.00- 4.30 How to run a PLD course and use the training materials**

- Creating an introduction
- How to use the beliefs exercise
- Modelling and giving feedback on
- Positive listening skills
- Using the DVD and booklet
- Identifying learning points from Course content
- Organising debriefing practice
- Dealing with Reactions and questions
- Criteria for assessment and Course test and certification tasks
- (Homework prepare demonstrations for assessment next day)

## **Day 3 9. 30- 1.30 Assessment of knowledge, skill and Understanding.**

In teams of 4 demonstrate proficiency in delivery and assessment of  
The course components from day one  
Certification

### **What are the benefits of completing the course for my employer?**

The course will provide additional safeguards for the employer by establishing clear procedures for listening and being listened to.

The employer will be able to demonstrate that they have acted reasonably and responsibly by establishing de-briefing structures to support staff and service users.