



Active Listening Skills Course

Entry Requirements:	No prior learning required
Course Duration:	6 hours
Suitable for:	Those who are in a helping role or anyone who wishes to listen to others effectively.

Course Structure & Content

To listen, really listen is a difficult thing to do. Frequently, we hear what someone is saying without giving it our full attention and without fully understanding what has been said.

Philippi Trusts Active Listening Skills training course will give you a range of techniques which can improve your ability to listen to others wherever that may be.

Objectives;

1. Understand the importance of Confidentiality
2. Understand the components of Listening Effectively
3. Gain insight into the different ways people communicate.
4. Understand Verbal and Non-verbal Communication.
5. Gain knowledge on Listening Skills, their impact and implementation.
6. Become aware of Barriers to Communication.
7. Understand and how to work with Empathy.
8. Participate in listening and responding exercises

Further Information

Web Address: www.philippitrust.com/training

email: training@philippitrust.com

Phone: 01744 602608



Active Listening Skills Course

Venue: Philippi Trust Training, 419 Lord Street, Southport, PR9 0AG
Start Date: 9th February 2019
Time: 10am - 4pm
Cost: £50.00 per person

For groups please contact for details

Course Date

Course Content

Saturday
9th February 2019

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Booking Form

Active Listening Skills Course | **Venue:** Southport **Start date:** 9th February 2019

To attend this course, please complete all parts of the booking form and return to **Philippi Trust Training**, 63 Park Road, St.Helens, WAg 1DS.

Payment for the course is required at the time of booking. (card payment can be taken by contacting the office

Title: Forname/s: Surname:

Please specify any special learning needs or requirements that we may need to be aware of:

Email: Tel:

Address:

..... Postcode:

Training | Booking terms & conditions and Cancellation Policy

Effective from 1st January 2015. Please note these 'Terms and Conditions' may be subject to change without notice.

Training is facilitated and delivered by the Philippi Trust.

Booking

- For current course costs and dates, please refer to our website or request a paper copy from the training centre
- Before booking onto the course, please ensure you have read the course content, to ensure the course will meet your training needs and that you are able to meet pre-requisites, where stated.
- If a course registration/booking form is completed by an individual other than the named candidate, it is the responsibility of the employer to ensure the candidate is suitable for the course and has the relevant experience.
- Upon receipt of your booking form, and subsequent payment your place(s) will be confirmed.
- Important note: Philippi Trust's or any association acting on their behalf, acceptance of your booking brings into existence a legally binding contract between us on these terms and conditions. Any term sought to be imposed by you in any purchase order or correspondence will not form part of the contract.

Purchase Orders

- Purchase orders may be accepted in lieu of payment at time of booking at Philippi Trust's sole discretion.
- Acceptance of purchase orders is subject to Philippi Trust's prior approval for credit terms. Customers must first supply a completed Customer Information Form upon request.
- Purchase orders shall not be accepted from any customer at any time during which the customer's account is placed on "stop" due to default.

Invoicing and payment

- Course fees are payable upon booking unless a valid, authorised Purchase Order is provided or there is an agreed payment term and they are accepted. Or you are eligible to a free placement.
- Invoices will be sent via post to the name and address provided on the booking form and must be paid within 30 days of the invoice date or not later than 1 month prior to the start of the course, whichever date occurs soonest (the "due date").
- Payment must be made in pounds Sterling by cheque or BACS.
- If any amount properly due to Philippi Trust under or in connection with these terms and conditions remains outstanding beyond the due date Philippi Trust may:
 - a. charge interest on the overdue amount at the rate of 8% per annum above the base rate of HSBC from time to time (which interest will accrue daily until the date of actual payment, be compounded quarterly, and be payable on demand); or
 - b. claim interest and statutory compensation pursuant to the Late Payment of Commercial Debts (Interest) Act 1998).

Course attendance and certification

- Candidates will receive joining instructions via email to the email address provided on the booking form. Paper correspondence must be requested on the application form prior.
- It is the responsibility of the individual completing the course registration/booking form to ensure joining instructions are received by the candidate. Instructions will be sent via email to the email address provided on the booking form.
- If the joining instructions are not received, it is the responsibility of the individual who completed the course registration/booking form to contact Philippi Trust training office to arrange for them to be reissued.
- Failure to attend the course will result in the full cost of the course per delegate being incurred.
- Philippi Trust will send all correspondence primarily via email to the email address provided on the booking form. If alternative details are received after the booking form has been submitted, they will supersede the original details and all future correspondence will be sent to the new address.
- No certificate(s) shall be issued whilst there is an outstanding balance (including interest on overdue balances and statutory compensation) due.
- It may be necessary, for reasons beyond the control of Philippi Trust, to change the content and timing of the programme, the date, the venue or the tutor.

Cancellations and Amendments

- All requests for cancellations and/or transfers must be received in writing by post or by email to training@philippitrust.com.
- Changes will become effective on the date of written confirmation being received.
- The appropriate cancellation charge will apply based on the cost of your booking, as shown below.
- *excluding extenuating circumstances which will be charged at Philippi Trust's discretion.

Calendar days notice before the start date of the course	Refund applicable
29 calendar days or more	Full refund
Between 15 and 28 calendar days (inclusive)	50% refund
Between 1 and 14 calendar days (inclusive)	No refund will be given, charged at full course price if free placement given
Failure to attend	Treated as late cancellation and no refund given. includes FOC places

- In the event of an individual named on the booking form cannot attend, we will accept substitution of another delegate on the condition that written notification of the substitution has been received by us prior to the course date.
- Any person in association with Philippi Trust and is granted free training for CPD or company advances will have the following additional clauses:
 - Failure to qualify from a free training placement will result in full payment of the course net value to Philippi Trust
 - The delegate will only carry out those specific duties trained within the Philippi Trust centres or any other location that the trust designate, for a minimum period of 24 months after qualification
 - Failure to adhere to the 24 month duration (excluding extenuating circumstances which will be charged at Philippi Trust's discretion) will be liable to full payment of the advertised cost of the course on the Philippi Trust website (pro rata)
- Delegates are only permitted to one course transfer or substitution per booking. After this the full fee will be charged.
- In the event of there being insufficient numbers booked onto a course Philippi Trust reserves the right to cancel or postpone the course.
- In the event of cancellation of a course by Philippi Trust, we will endeavour to inform all participants a week before the course is due to take place, although please be aware that this is not always possible. All course fees paid will be reimbursed in full, or the payment will be transferred in full to another Philippi Trust course. Philippi Trust shall not accept liability for any consequential loss and shall have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.

Course Provisions

- Accommodation and travel and mealtimes are the responsibility of the candidate unless otherwise stated in the course detail

Extenuating Circumstances

- If you are unable to attend any of the course due to extenuating circumstances you must inform Philippi Trust in writing.
- If you were unable to attend due to illness you must provide evidence in the form of a doctor's note.

Force Majeure

- Philippi Trust shall not be liable to refund of fees or for any other penalty should courses be cancelled due to war, fire, strike lock-out, industrial action, tempest, accident, civil disturbance or any other cause whatsoever beyond their control.

Entire Agreement

- These terms and conditions, together with the current Philippi Trust website prices, course details and Philippi Trust contact details, set out the whole of our agreement relating to the supply of the course and associated materials and services to you by Philippi Trust. These terms and conditions cannot be varied except in writing signed by the Chairman of Philippi Trust. In particular, no terms and conditions incorporated within your purchase order and nothing said by any person on behalf of Philippi Trust should be understood as a variation of these terms and conditions or as an authorised representation about the nature or quality of any goods or services offered for sale by Philippi Trust. Philippi Trust shall have no liability for any such representation being untrue or misleading.