



# Pastoral Care Network

## Effective Communication

**Date:** Tuesday 13<sup>th</sup> October 2009  
**Place:** Norwich Professional Development Centre  
**Time:** 16:30 – 18:00  
**Course Ref:** ENHE1-A

### Aim

To explore what it means to listen to children and young people in a way that helps them to feel valued.

### Intended Outcomes

Delegates will have had the chance to consider the elements of effective listening as outlined below:

- Creating a climate of acceptance and genuineness
- The components of active listening
- Non-verbal communication
- Some useful verbal strategies
- Barriers to communication
- Helping pupils to communicate more effectively

It is intended that those who attend will go back to school with a range of practical approaches that they can begin to use with the children/young people with whom they work.

The session will be led by Molly Potter, Primary PSHE Education and Development Worker/Healthy Norfolk Schools.

**If you would like to book a place on this course please complete and return the booking form overleaf and return to: Jenni Barber, Professional Development Centre, Woodside Road, Norwich, NR7 9QL or fax: 01603 700236.**

# Professional Learning and Development

## Block Booking Form

Name: ..... School/Organisation: .....

Address: .....

Tel (inc STD code): ..... Date: ..... School DCSF No.(926): ..... E.mail: .....

Course Code	Event Ref.	Course Title	Venue	Date	Applicant(s) Name(s) (BLOCK CAPITALS)		
					Title	Forename	Surname

For your convenience why not book on-line at <http://www.cpd.norfolk.gov.uk/sdms>

Booking(s) authorised by: ..... Signature: ..... Title: .....

**Cancellation Policy:** for cancellations made by the school/establishment more than 28 working days prior to the course date, a £15 administration fee will be levied per person. The full fee will be charged for cancellations made within 28 working days of the course date. Free courses will incur a £15 administration fee for non-attendance or if cancelled within 5 working days of the course date.

**In exceptional circumstances**, and at the discretion of Children's Services, or should Children's Services cancel the course, either the fee paid will be refunded in total, or the course will be rescheduled for a mutually convenient date.

**Return to: Admin Assistant (PLD), Children's Services, Professional Development Centre, Woodside Road. Norwich, NR7 9QL. Tel: 01603 433276 Fax: 01603 700236**

## Professional Learning and Development Block Booking Form

**School use:**

Supply cost \_\_\_\_\_

Travel \_\_\_\_\_

Subsistence \_\_\_\_\_

Course Code	Event Ref.	It is our policy to ensure that we provide access for all people. Meat and vegetarian meals come as standard, If you have any other special requirements of any kind, e.g. the Hearing Loop facility, please state below, so that we can try to help you.

We would welcome your comments and suggestions on the strengths and weaknesses of this Opportunities for Professional Learning and Development programme:

Thank you