

Telephone Skills

Do you support people affected by cancer over the telephone?

This **free** workshop will help you to understand how telephone and face-to-face support differ and enable you to give information and respond empathetically to callers who wish to talk about their experience of cancer and its resulting impact, whilst being aware of the boundaries of your role.

Who is it for?

People who are interested in or are currently involved in providing telephone support.

How long is it?

1-day workshop

What will I get out of it?

An opportunity to examine the different communication skills required whilst providing support over the phone and increased confidence to manage difficult conversations.

How do I find out more?

For more information about how to get involved, please contact learning@macmillan.org.uk. Your enquiry will be forwarded to your local Learning and Development team for their attention.