

Name of Course	Effective Communication Dealing with Disclosures of Abuse
Target Group:	Anyone who works in the third sector or has an interest in keeping children and adults at risk safe from abuse and neglect.
Date & Times	This is a half day session that may be delivered in-house or virtually online.
Course Content:	<p>Learning Aims & Objectives -Dealing with disclosures of abuse.</p> <p>This comprehensive training course equips delegates with essential knowledge and skills to handle sensitive situations involving disclosures of abuse by children or adults. It covers various types of abuse, how to recognise signs of abuse, and the best approach for engaging in difficult conversations with victims. Moreover, participants will learn how to report concerns appropriately, ensuring the safety and well-being of those involved.</p> <p>Course Objectives:</p> <p>By the end of this course, delegates will have achieved the following:</p> <p>Understanding the Importance of Effective Communication: Participants will grasp the significance of effective communication in handling difficult conversations surrounding abuse. They will explore how communication impacts the disclosure process and how to establish a supportive and trustworthy environment for those involved.</p> <p>Techniques for Managing Disclosures and Obtaining Accurate Information: Delegates will acquire practical techniques for managing disclosures of abuse, ensuring that they gather accurate and relevant information while being sensitive to the emotional needs of victims.</p> <p>Developing Skills for Providing Supportive Responses: This course will equip participants with the skills to provide compassionate and supportive responses to individuals who disclose abuse. Delegates will learn to create a safe and non-judgmental environment for victims to feel heard and understood.</p>

Gaining Confidence in Handling Difficult Conversations:

Through hands-on exercises and role-play scenarios, participants will gain confidence in navigating difficult conversations sensitively and professionally. They will learn to approach such conversations with empathy and cultural sensitivity.

Identifying Barriers for Victims and Professionals:

Delegates will explore the common barriers faced by victims and professionals when disclosing abuse, understanding how to overcome these challenges and provide appropriate support.

Collaboration with Other Agencies for Safeguarding:

Understanding the importance of collaboration, participants will learn how and why they should work with other agencies to safeguard children and adults at risk. This includes sharing information, ensuring confidentiality, and adhering to data protection regulations.

Preparing for Difficult Conversations:

This course will guide delegates on how to approach difficult conversations effectively. It covers the essential aspects of planning, preparation, and the types of questions to ask in order to gather crucial information.

Handling Information Obtained from Disclosures:

Participants will learn the appropriate procedures for handling information obtained during a disclosure of abuse, including reporting to relevant authorities such as the police and providing appropriate signposting to support services.

Understanding Child/Adult Investigative and Safeguarding Processes:

Delegates will gain an in-depth understanding of the investigative and safeguarding processes involved in cases of child and adult abuse. This includes information on interviews, confidentiality, data protection, and the roles of different agencies.

Join this course to enhance your ability to communicate effectively, respond sensitively, and safeguard the well-being of those affected by abuse. By the end of the training, you will be better equipped to handle disclosures of abuse with empathy, confidence, and professionalism.

Notes:	<ul style="list-style-type: none">▪ All participants will need to use a laptop/pc, mic & speakers or a headset, webcam on and strong internet.▪ It is assumed that all participants are aware of GDPR and confidentiality.▪ Please ensure you log on 15 minutes prior to course start to enable registration and ensure connection to the training.▪ If you require any of these course handouts in Welsh, please let us know.
Course Facilitator(s):	Glyndwr Jones