



## Course details

### Course title

Communicating Confidently - Effective Telephone Skills & Active Listening (2-hour taster)

### Course code

Q00028591

### Course date

Start: 24/07/26

End: 24/07/26

### Number of classes

1 sessions

### Timetable

Fri 24th Jul, 13:00 to 15:00

### Tutor

Hannah Mitchell

### Fee range

Funding available - £16.00

### How you'll learn

You'll join a small group of fellow learners for classes at the venue indicated. Some materials may be provided in our virtual learning environment.

Got it!

In venue

### Venue

Online

## Course overview

This course is funded by the York and North Yorkshire Combined Authority and is only available to residents living within the York and North Yorkshire Combined Authority area. This interactive 2-hour taster session is designed to help participants develop confidence and professionalism when communicating over the telephone. Learners will explore the key principles of effective telephone communication, understand the importance of active listening, and practise techniques for building rapport, gathering information, and handling conversations with confidence. The session combines practical tips, discussion, and short activities to provide immediately applicable skills for the workplace.

## Course description

Effective communication is a vital life skill that influences our personal, social, and professional relationships. Whether speaking with colleagues, customers, friends, family members, or service providers, the ability to communicate confidently and listen actively can help build stronger connections, reduce misunderstandings, and achieve more positive outcomes.

This engaging 2-hour taster session introduces participants to the fundamentals of confident telephone communication and active listening. Learners will explore techniques for expressing themselves clearly, making effective telephone calls, and developing listening skills that demonstrate empathy, understanding, and respect. Through practical activities and discussion, participants will gain simple yet valuable tools that can be applied in everyday conversations as well as workplace interactions.

By the end of the session, participants will have increased confidence in communicating with others, a better understanding of how listening influences relationships, and practical strategies to improve communication in both their personal and professional lives.

## What financial support is available?

We don't want anything to stand in your way when it comes to bringing Adult learning within reach so if you need anything to support you to achieve your goals then speak to one of our education experts during your enrolment journey. Most of our courses are government funded but if you don't qualify or need alternative financial help to access them then let us know.

## What other support is available?

All of our digital content, teaching and learning activities and assessments are designed to be accessible so if you need any additional support you can discuss this with the education experts during your enrolment journey and we will do all we can to make sure you have optimal access.

**Source URL:** <https://www.wea.org.uk/courses/skills-life/confidence/24-july-communicating-confidently-effective-telephone-skills-active>