

Heartfelt Work

Transformational training, consultation and support for people
and agencies who support others



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Consultancy and organisational support.

Off the peg and bespoke courses depending on the needs of your organisation.

Listening skills training. Day one & two.

Good listening is more than just not talking (& lots of us find that difficult enough!) Everyone can benefit from this, from senior staff to front line workers and volunteers. Day two dependant on having attended day one, which builds to consider active listening and responding skills.

Self-support for managers. One day.

Combining mindfulness, values check and personal plan – suitable for all levels of management.

First time management. One day.

For people taking on the responsibilities of management for the first time. Includes exploring authority, expectations and developing a personal plan.

Supervision. Three days.

A new, in-depth intensive course, designed especially for the third and caring sectors. Models & functions of supervision; balancing needs for performance and transformation; personal skill audit; working with time-limited projects and within a fast-changing world where staff need to be creative and also require professional/personal development support.

Also available as a package: one day to look briefly at the models and functions of supervision and decide on a model suitable for your organisation, followed by bespoke training for all your managers.

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Mind your language! Half or full day.

Plenty of fun raising awareness about the level of jargon we use every day and how it alienates the very people you want to work with.

Team support and development.

Using listening and thinking skills to develop creative responses to the internal and external challenges facing your team/s

Heartfelt Work's principle trainer is Jane Cooke

Jane is a qualified Gestalt therapist and a registered member of BACP.

Jane trained as a social worker and also qualified in family and group work in the 1990's. Jane's work spans many years working with service user groups and networks in learning difficulties and mental health services. She has worked for a national charity; run an 'outsider' arts charity and worked in local government coordinating the set-up of an environmental management system and has been involved in clinical governance reviews of NHS Trusts.

She brings a wealth of grass-roots experience, combined with the experience of executive and non-executive leadership. She is committed to an anti-discriminatory approach and to working with the sense of listening – believing that high quality, attuned listening to be of fundamental importance in service delivery.

“Listen... with the ear of your heart”



Transformational training and support gives you, your staff, volunteers and trustees a way of being more inspired, invigorated and creative at work

Everyone needs 'hard knowledge' at work, but those of us who **work with humans** need something more. We often come into this work with fine **ideals** and a desire to make a difference. We have a sense of our **values**, we want more than wages from our work.

I shall take this back to my teams

Thank you for this important training

I thought I'd done all the training over the years - I booked this as it looked inspiring & reinvigorating & it was

Let's start with listening. At every **Listening Skills** training session people agree; it is much **harder** than they thought. The **level one day** is valuable for **front line staff and Volunteers.** The level two day develops their skills further.

What do **all service users** say, in **every report** you've ever read?

We want to be listened to

Equip your staff to deliver just that: **high quality, genuine, effective listening.**

Listening for Teams leads to **creative thinking** and **problem solving** and improves **team dynamics** and **motivation**

Heartfelt Work's transformational training, consultation & support packages give something **essential** to your **staff and organisations** More than **reconnection** with the sense of **inspiration and vocation** people are able to **integrate** the knowledge and skills they have built up with their **own essential qualities** – and you know *it's those essential qualities that mean most to service users*

Specialist **support & development for managers** starts with **new managers** and goes all the way to **exclusive 'Full Sense Management' residential weekends for CEO's and senior managers.**

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