



Training courses from Relate Cambridge Call 01302 347712

Who we are

As the UK's largest relationship support organisation with over 70 years' experience, Relate is ideally placed to provide vital skills training to support people in the workplace and at home.

Our training services offer:

- a **wide range of courses** for you, your organisation, business or group – suitable for wide range of sectors.
- **flexible training** delivered at dates and times to suit you, your staff and service users
- **courses for individuals** to help boost your CV or just increase your personal wellbeing.

All courses are delivered at a pace to suit organisational / individual requirements and we can offer tailored training courses to suit your specific needs.

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Courses for professionals

First impressions

Purpose: to develop skills for dealing with people on the telephone. **Designed** for members of organisations or companies who deal / interact with people on the telephone.

Course objectives:

- To understand the use of telephone communication skills
- To understand how to build rapport and maintain a good relationship with the caller
- To be able to provide clear explanations about the products and services
- To understand the importance of getting the right service to the client
- To be able to deal with objections and difficult phone calls

Counselling skills for non-counsellors

Purpose: to enable individuals to learn skills in helping others. **Designed** for those wishing to acquire basic counselling skills for use at home, work or in the community. **Please note: this course does not prepare learners for professional counselling careers.**

Course objectives:

- Increased awareness of the counselling process and the skills involved
- Practise of some basic counselling skills
- Development of the ability to manage interviews using counselling skills
- An awareness of ethical issues and the need for support whilst using counselling skills
- Development of sensitivity to the process of change

Further counselling skills for non-counsellors

Purpose: Increase skills and awareness of helping process. **Designed** for those wishing to develop their counselling skills for use at work, home or in the community. **Please note: this course does not prepare learners for professional counselling careers.**

Course objectives:

- Understanding the blocks to communication
- Understanding the impact of life stage issues
- Basic introduction to systems theory
- Understanding the reasons for resistance to change

Understanding relationships

Purpose: to provide professionals and those who work with families with theoretical knowledge of relationships within a family context.

Course objectives:

- To provide/ increase understanding of the range of problems faced by families/step families
- To understand communication skills in a family setting
- To know how to improve a family atmosphere
- To understand the effects of loss and bereavement



From emotions to solutions

(Law Society Accredited)

Purpose: to provide professionals such as solicitors, doctors and health visitors the skills to manage emotional clients.

Course objectives:

- Explore the need to build trust and rapport
- Gain an understanding of how to positively influence a situation
- Establish the preparation required before a client discussion
- Review what is trying to be achieved at each part of the discussion
- Practise effective questioning and listening skills
- Practise managing a variety of emotions
- Develop a personal action plan for future use and further personal development

Looking beyond the problem

Purpose: to provide professionals and volunteers with solution-focused and systemic skills to use in a helping role. (e.g. social workers, probation officers, clergy, community psychiatric nurses, school nurses, health visitors, family centre workers and similar).

Course objectives:

- To be able to use Genograms (detailed Family Tree) to work on “problems” in context of relationships
- To acquire a basic understanding of Systemic Concepts (theory of the way relationships are affected by context)
- To develop questioning strategies

Supporting families

(Skills for working in the community)

Purpose: to equip volunteers working with families with support skills and self-awareness necessary to help in a family context. **Designed** for those working with families in the community in a helping capacity.

Course objectives:

- Developing communication skills
- Understanding confidentiality and boundaries of the role
- Understanding prejudice, stereotyping and discrimination
- Personal safety
- Problem solving methods / assertiveness skills
- Helping people through loss and change

Building emotional capital

Delivered over: **6 Hours**

Purpose: to equip people managers with skills to provide effective and efficient communication. This course aims to increase emotional management skills and offer techniques to improve performance at work and enhance life at home. **Designed** for managers, supervisors, team leaders and HR specialists.

Course content:

- To know and understand four broad areas of Emotional Intelligence
- To practise skills to increase the Emotional Awareness of self and others
- To increase improvement in relational engagement in the workplace



Courses to help improve Family / Self Awareness

Taking charge of your life

Purpose: to help learners find ways of acting assertively by enabling them to understand aspects of their lives that they might be finding hard to manage.

Designed for individuals who are struggling to manage different areas of their lives.

Course objectives:

- To increase understanding about communication and communication skills
- To understand the difference between passive, assertive and aggressive behaviour
- Develop strategies for dealing with stress
- Learn how to manage their time
- Understand change and how this affects them

Moving forward

Purpose: to provide individuals who have experienced divorce or separation with increased understanding of how to come to terms with the break-up of the relationship. The course will also help to build confidence for future relationships and offers the mutual support of people in a similar situation.

Course objectives:

- To understand the factors affecting the making and breaking of relationships
- To understand the stages in the process of coming to terms with a break up
- To have a greater awareness of the needs of those within your personal circle
- To increase awareness, skills and confidence in relating to others
- To increase awareness, skills and confidence in meeting personal needs

Parent mentoring

Purpose: to enable parents to learn the skills needed for mentoring other parents in their community.

Designed for parents who have been on a Relate Parenting Course or specifically recruited from the community for the purpose of establishing a parent mentoring scheme.

Course objectives:

- Understand the role of the mentor
- The context in which they work as a parent mentor
- Understand the use of helping skills
- How to build rapport and maintain a good relationship with a mentee

Riding the storm (Skills for Parents of Teenagers)

Delivered at: **Levels 1, 2 & 3**

Purpose: to help parents of teenagers develop their relationships. **Designed** for parents of teenagers or referred by Youth Offending Teams (YOT) with a parenting order.

Course objectives:

- Understand the pressures of being a teenager
- Breaking bad habits
- Identification of skills as a parent
- Managing conflict and rebuilding relationships
- Negotiating boundaries
- Support network
- Spotting the signs – drugs awareness



Parents apart

Purpose: to aid parents to consider the impact of separation / divorce on their children and how to develop a new and different co-parenting relationship. **Designed** for parents who have separated / divorced, or are in the process of doing so.

Course content:

- Changes in relationships – from parents to co-parents
- Dealing with conflict
- Communication with ex-partners
- Informing children about breaking up
- Contact with children
- Developing parent / child relationships

Couples

Purpose: to support committing couples to build a stronger, more enjoyable relationship together. The course offers opportunities to learn how relationships work and fail, to learn new relationship skills, and share in discussions as individuals, couples, and groups. **Designed:** for couples who are marrying, moving in together or committing to each other on a long term basis.

Course modules:

- Commitment
- Expectations
- Communication and Conflict
- Intimacy
- If things go wrong

From partners to parents

Purpose: to provide single or couple parents of young children (between ages of 0-6 years) with relationship skills to help consider the practical and emotional aspects of becoming a parent.

Family resolutions

(Each parent is expected to attend two parent groups – separate from the other parent on alternate weeks)

Purpose: to provide support to parents in resolving difficult issues without depending on the court system alone to make decisions for them and their children. **Designed** for parents at the initial stages of the Court process (where Domestic Violence & Child Protection issues are not factors).

Course content:

- Making things better for the children – focusing on the children's needs more than the adults
- Hearing from the children
- How life changes for children and how divorce affects them
- Listening skills – to each other and to children
- Conflict management
- Dealing with difficult telephone calls



Courses suitable for schools and young people

Be a buddy

Delivered over: 6 x 1 hour sessions

Purpose: to teach pupils / young people how to be a buddy to those young than themselves, especially those coming from reception class in a new academic year. **Designed:** for pupils aged 8-10years old. The first four sessions are in the classroom exploring theory and practice; sessions five and six involve pupils meeting their buddies and starting the buddying process.

Course Content:

- To know and understand the reason for a buddying scheme
- To practise communication skills
- To practise befriending skills
- To engage actively in the school's buddying scheme
- Foster long term friendship behaviour through the school
- Improve relational engagement in the playground
- Improve academic performance
- Enhance school and home life

Schools Programme

A programme designed by modules to meet **Key Stages 3 & 4** and to fit within the school curriculum. Modules are divided into short segments.

Key Stage 3 (years 7-9; ages 11-14 years old)

- **Basics of relationships** - *What is a healthy relationship? / My rights and responsibilities / Feeling the pressure? / Problem solving*
- **Getting together** - *One step further / celebrity couples / When "me" becomes "we" / My ideal date*
- **Breaking up** - *Effective endings / Making decisions / Time to say goodbye? / When parents split up*

Key Stage 4 (years 10-11; ages 14 - 16 years old)

- **Basics of relationships** - *Understanding one another / What kind of friend am I? / Listen to me*
- **Getting together** - *What are we looking for? / Why do couples get together? / Sex and relationships*
- **Breaking up** - *Make or break? / Understanding break up / Loss and change / Family breakdown*

"As a consultant in child and adolescent mental health, I believe that supporting children's wellbeing is critical for their healthy development. To be patron of the charity that best supports and champions this is a huge honour."

Professor Tanya Byron, Relate Patron *Respected practitioner and author of the Government report: Safer Children in a Digital World.*



Courses suitable for individuals and families impacted by custodial sentences

Together apart

Delivered over: 5 hours

(i.e. 1 day in a prison visiting centre)

Designed for prisoners and their partners serving long term sentences to help strengthen their couple relationship.

Course objectives:

- Improve the quality of the relationship during separation due to custodial sentence
- Improve mutual understanding by involving both prisoner and partner in each other's lives
- Enable both parties to make joint distinctions regarding home, family and life
- Improve the prospects for children having a secure base with involvement from both parents
- Improve the quality of life for both parties

Reconnect

Delivered over : 2 ½ hours

Designed for female partners of prisoners who have returned home from prison to understand their partner's needs and help re-establish the relationship.

Course objectives:

- To understand each other's changing needs and consider strategies for meeting those needs
- To understand each other's sexual needs and develop ways of recommencing a sexual relationship
- Improve communication between partners
- Consider the impact of the return home

Inside out

Delivered over: 5 hours

(i.e. 1 day in a prison visiting centre)

Designed for prisoners and their partners prior to release from prison (within a 6 month period) with the aim of reducing re-offending, avoiding homelessness, improving the prospects of children having an intact family life following return and improving the quality of life post prison by re-establishing a healthy couple relationship.

Course objectives:

- To help strengthen the relationship between prisoner and partner
- To prepare both the prisoner and partner for their relationship after release

Prisoners and their children

Delivered over: 2 ½ hours

Purpose: to make life better for both the parent and children, increase contact between child and prisoner, support the primary carer to feel more confident and prepare all parties for the home-coming.

Designed for parents, grandparents and primary carers looking after children while a parent is in prison.

Course objectives:

- Understand the effect of imprisonment on children and consider strategies to meet children's needs
- Consider ways of increasing support mechanisms for self and children
- Improve communication between prisoner and children
- Understand the range of communication tools available
- Increase sensitivity to timing and content of communication
- Improve primary carer's communication and relationship with child



Certification

Attendance certificates are issued by Relate for all courses, regardless of accreditation status.

All courses are devised by Relate Central Office, ratified by OCN.

Bespoke courses can be devised in partnership with Relate Central Office to meet specific client needs.

Courses can be facilitated by Relate, either at the organisational base or our offices.
(Please note: we recommend a 6-8 week notice of intention to run a course)

For further details of courses planned, dates and costs, please contact:



Contact Name: Eleanor Winter

Telephone: 0101302 347712

Email: admin@relatecambridge.org.uk