

Thank you so much for the opportunity to attend the training. It was so powerful and eye opening and also made me think about my communication with people who can't communicate verbally. It made me really reflect on my own practice. I took a lot from it. It was a lesson in how we use our words when to describe behaviours but do we see a different perspective and know what that behaviour is communicating? I thought it was always in the back of my mind, but the training made me think about it at a really deep level. The trainer shared so many real case studies and examples of practice which really illustrated the message. We did a lot of interesting and interactive group sessions and I believe it really reinforced the knowledge and made us to understand communication better.

Furthermore, I really liked how it was delivered – it was not boring at all and were able to work in teams to discuss and reflect on our own practice and situations. For me, it was one of best training sessions I ever attended, it did feel very powerful.

After attending this training, I believe that every setting where staff are supporting people should have 'What's the Message' delivered to them.

Edita, Training Delegate

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