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### Consultant Information

**Deryl Dix** works independently as a facilitator, trainer & consultant with considerable experience in developing leadership programmes and in well-being and mental health in the workplace.

In addition to working throughout the UK, Deryl has worked internationally, frequently delivering programmes in France, Belgium, Germany, China, India, and Singapore.

Deryl's professional experience has included being Director of FPA Wales for ten years and employment at Director level in a further two UK wide charities. In addition, Deryl is affiliated to numerous organisations as an associate. With a background in drama and theatre, creative methods are frequently utilised in her delivery. Deryl is also qualified to teach Mindfulness-based stress reduction (MBSR) courses.

### Booking Information

To book a place/s email  
[bookings@networkforpractices.co.uk](mailto:bookings@networkforpractices.co.uk)

*Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.*

## Listening Skills for Reception Teams In Primary Care Settings

**Date:** 1<sup>st</sup> October 2025  
**Times:** 1330-1700  
**Venue:** Zoom Online Platform

**Places available:** 12

<b>Fee/s:</b>	<b>NfP Members</b>	<b>£60</b>
	<b>Non Members</b>	<b>£105</b>

**This workshop is suitable for: Reception staff and Care Navigators**

### Aim

To provide a comprehensive introduction to listening skills in primary care settings

### Objectives

By the end of the session, you will:

- Have been introduced to the skill of active listening and had the opportunity to practise these skills
- Understand how to apply active listening skills in a primary care setting
- Understand the importance of active listening skills as a foundation for compassionate understanding
- Know how to use these skills as a basis for forming effective and appropriate professional relationships with patients and colleagues
- Have considered the use of these listening skills as a pre-requisite for signposting.