



Telephone Befriending

3 external CPD points

Introduction

Loneliness is known to have detrimental effects on health and wellbeing, both physical and emotional. This is going to become an issue for even more people during the Covid-19 pandemic. This webinar looks to train people into becoming effective telephone befrienders whilst at the same time making sure they stay safe and emotionally well themselves.

Course structure

- **2.5 hour webinar**

Webinar objectives

- What makes a good telephone befriender? The roles and responsibilities, the do's and don'ts and some of the qualities that underpin this
- A review of social isolation, marginalisation and inclusion
- Boundaries and confidentiality and the challenges that may be encountered with this including how to manage endings
- Safeguarding and escalating concerns
- Where to go for support and how to manage personal emotions
- Specific issues for isolated people during the Covid-19 pandemic