

IA One2One Support training course: Effective Communication Skills

We are pleased to advise that we are planning an 'in person' **Effective Communication Skills** course to be held on the dates below at Chesford Grange Hotel, Kenilworth, CV8 2LD.

Why become a One2One Support Volunteer?

Our One2One Support Volunteers can be a vital support to many who are due to undergo, or have had, surgery and have lifestyle-based questions that they want to talk through with someone who understands; someone who has been through surgery and someone who has had a similar experience or shares a similar background, for example in their chosen career path or leisure interests, to which they can relate.

Being a One2One Support Volunteer is not just about answering someone else's questions or telling someone else how to manage their stoma or pouch. The role offers an opportunity to listen to the concerns of others, understand them and support or encourage them to see a way forward.

What our One2One Support Volunteers say...

"The course exceeded my expectations. I have learned a lot about effective communication skills and about our role as a One2One supporter. I thought the course was well organised and that we were all made to feel welcome and at ease as a group. The handouts were excellent and will help me and keep me focused on the aim of our role and to be able to reference the guidelines, expectations and policies of IA."

"The course was probably more in depth than I expected. It opened my eyes as to what may be encountered and I think I will be way better prepared to act in the support role than I would have been before the training. The course probably exceeded my expectations and I enjoyed it more than I expected to."



Course dates and details

**Location: Chesford Grange Hotel,
Kenilworth, CV8 2LD.**

**Saturday 25 and Sunday 26 October 2025
Saturday 22 November 2025**

Anyone applying for this course needs to be a member of IA and be at least 12 months post completion of surgery. The course is non-qualified, but is endorsed by the Association of Stoma Care Nurses UK and on completion, successful participants will receive an IA Certificate. There is no fee for the course but delegates, or their member organisations, are responsible for their own travelling expenses and we would suggest contacting your member organisation to discuss what financial assistance they may be able to offer, should this be required.

If you're interested in becoming a One2One Support Volunteer, we'd encourage you to contact your local group and chat about the volunteering opportunities that they have available to become more involved with IA locally and the support that we offer.

For more information about the role and to request an application form, please contact IA National Office via info@iasupport.org or 0800 0184 724.