



Making your Warm Welcome space “Welcoming”

An absolute “*must*” of all Warm Welcome spaces is that those who come through your doors feel welcomed by your space’s volunteers from the very first moment they arrive and until they leave. Many of your guests may be walking into a Warm welcome space for the very first time, and we realise not all volunteers will have had experience or training on how to best to engage in conversation while respecting guests’ boundaries. That’s why the Warm Welcome Campaign is partnering with [Linking Lives](https://www.linkinglives.uk) to make sure your volunteers have the right training to make your Warm Welcome space as friendly and welcoming place as possible.

If you want to find out more and sign up to the Good Conversations training session, go to www.linkinglives.uk and use the code “WARM25” to get 25% off your training. *

*** To apply code, select your preferred course date. On next screen, click ‘Enter promo code’ then add above code and click ‘Apply’.**



What is it?

'Good Conversations' is an introductory training session for volunteers whose role includes hosting conversations in settings such as community cafés, lunch clubs, food banks or community drop-in centres. The focus of the training is on empowering the volunteer to be confident in their role. The sessions of approximately 2 hours, are usually held on Zoom.

Why is it needed?

Organisations who provide space for social interactions often hope the conversations that take place there are helpful and safe. Our 'Good Conversations' training helps to ensure this is the case.

'Speech that heals is like a life-giving tree' - Proverbs 15:4



The training includes:

- ✓ Understanding guests' needs and how to approach them
- ✓ Understanding boundaries
- ✓ How to open and maintain beneficial conversations
- ✓ Managing expectations and risks
- ✓ Active listening skills
- ✓ Keeping guests, volunteers and organisations safe



"Thank you again for providing the Zoom training for our volunteers. We had our first café this week and it went really well. Lots of good comments from both the volunteers and the guests. You could see it was beneficial and appreciated even in the first week."



"This training will definitely be useful for people looking to run and volunteer at café style befriending/chat/listening events."



For details of our upcoming sessions, go to www.linkinglives.uk or follow this QR Code

For further information including details of special arrangements if you have a group of 10 or more needing training, please email training@linkinglives.uk.

