

Module 1 – Introduction

Introduction to Listening skills for the therapist

Through this course, you will learn to improve the client's treatment experience through the application of effective communication & listening skills. Good communication is vital in assessing the client's expectations for treatment outcomes. It has always been the case that discussion on a wide range of issues occurs when touch therapies are applied. The reason a client is seeking beauty & complementary therapy treatments may be obscure or the stresses and strains that affect them may be difficult to pinpoint. The manner in which you, the therapist, communicate with the client is as important as the treatment itself. You will work within the limitations of professional beauty & complementary therapy practice and know when to advise that further appropriate help is sought.

This course requires you to practically cover the following criteria:

Be able to apply effective communication skills to identify client requirements

- a. Demonstrate a professional appearance, attitude and behaviour which contribute to the clients trust

- b. Establish a rapport with the client

- c. Communicate effectively with the client

- d. Establish client expectation is realistic in line with expected treatment outcomes