

A Masterclass in Applied Sport Psychology, Weds. 18th May 2016

‘Conducting Telephone & Skype Consultancy with Athletes’

(on scale 1 = Poor, to 5 = Excellent)

Booking & Registration: 4.9 Room & Facilities: 4.7

Food Served: 4.1 Location: 4.7

Quality of the Content & Structure of day: 4.7

‘Great session. It has made me realise that a lot of what I do is good practice, but it has also made me aware of areas I could improve. For example, in facetime sessions I can be too content driven, and spend less time developing rapport. I’ve picked up several great tips, about using pauses, and closing my eyes during telephone consultations to picture the clients point of view. Fabulous day.’

‘Has reignited my passion for working with people and for my profession. Novel insight and good components matched together. Voice and listening exercises were a good combination.’

‘An insightful and extremely productive masterclass, with skills and content that can be implemented immediately.’

‘Very enjoyable day, particularly the voice coaching practical exercises from Peggy. The day confirmed much of what I knew but also gave me some new ideas that will be useful’

‘Brilliant masterclass, well worth the time and money’

‘Detailed and comprehensive sessions with very specific aims’

‘Simple and practical yet useful’

‘As always the masterclasses add something to my practice. I have found a number of small things that I can take forward and use immediately. A truly useful masterclass’

‘Cracking! I’ve thoroughly enjoyed today, well worth the fee. All material was delivered in a very clear and organised manner. I’ve acquired some very useful skills regarding my verbal communication and information gathering/rapport building. These skills are vital for my current role.’

‘Variety and relevance very good. Great tone in workshop. Useful practical information for practitioners’

‘A very informative and interactive workshop, with a number of diverse tasks. In addition to the skype and telephone elements, it got me really thinking about some of the key non-verbal and verbal elements of effective practice’

‘A great session which encourages good practice across different applied settings’

‘Although the masterclass was geared toward telephone and video call work, the skills learnt applied to all types of work within the field.’