

Supporting people with dementia over the phone

Half day course

Training audience:

- Staff from businesses, charities and organisations who communicate **only** by phone with people living with dementia as customers, clients or users of services
- Staff from any organisation who use telephone calls as their **main or only** method of communication and may interact with people with dementia over the phone in the course of their work.

Course level: This course aligns with Tier 1 and 2 of the [Dementia Training Standards Framework \(updated 2026\)](#)

Course prerequisites: All learners to read **dementia training pre-course reading**. An accessible two-page information sheet about dementia will be provided by Alzheimer's Society before the course. It is the client's responsibility to ensure this pre-course reading is provided to all learners.

Length of course: 3 hours with break

Course delivery: Face to face or virtual delivery (for example by Zoom)

Course size: A minimum of 8 and a maximum of 15 people per course

Course learning outcomes

- Recognise the impact of memory and language difficulties and adapt communication techniques according to the abilities and preferences of people living with dementia, including using active listening
- Understand the importance of effective communication and speaking clearly, calmly and with patience
- Understand the importance of empowering the person living with dementia with enough time to respond to communications
- Modify communication techniques for people with dementia for use over the phone
- Be able to effectively support people with dementia over the phone.

This course features the voices and experiences of people with dementia as well as families, friends and carers using Alzheimer's Society resources and case studies.

Alzheimer's Society training courses are created with the input of people with dementia and carers.

This course includes activities which encourage learners to reflect on their engagement with people with dementia and apply the information given to their roles.

Course structure

Welcome and introduction ▪ Introduction ▪ Learning agreement and learning outcomes ▪ Activity
Seeing the person first ▪ Personhood and dementia ▪ Younger people and dementia
Benefits and challenges of communication over the phone ▪ The importance of communication for people with dementia ▪ Specific challenges with telephone calls
Memory, language and dementia ▪ Symptoms of dementia ▪ Dementia and language ▪ Dementia and communication ▪ Activities
Active listening skills
Break
Communicating clearly, calmly and patiently ▪ Activity
Questions and choices ▪ Asking questions ▪ Supporting choices ▪ Other useful tips ▪ Activity
Addressing other communication challenges for people with dementia ▪ Supporting with these challenges ▪ Cultural competency and communication ▪ Activity
Putting learning into practice ▪ Activity where learners listen to and discuss a recorded phone call voiced by Alzheimer's Society staff
Looking after yourself
Signposting
Questions and feedback

Please contact the team on dementiatraining@alzheimers.org.uk or 02074 233538 to book a course.