

# Talking Therapy

The Listening Service Quarterly Newsletter  
Issue 1 March 2010

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We'd like to keep our partners up to date on our activities and so welcome to the first edition of our quarterly newsletter. We welcome your feedback on its content. Enjoy Talking Therapy!

TLS Executive Committee

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## The Listening Service Celebrates Third Anniversary

Yes, you read correctly! January 2010 sees the third anniversary of the founding of The Listening Service (TLS). Our volunteers and supporters have been working hard to keep the service running for the benefit of all our users through the time that they have given as well as their financial backing.

Our mission is to help improve the mental well-being of women living in Britain. We do this through offering a free telephone based listening service and the TLS is unique in that our volunteers can provide our service in four different languages – English, Urdu, Hindi and Punjabi.

The TLS Executive Committee thanks you all for your continued support.

## Mental Well Being

According to the Mental Health Foundation, mental well-being is characterised by a person's ability to fulfil certain key functions and activities. This includes the ability to:

- Learn
- Feel, express and manage a range of positive and negative emotions
- Form and maintain good relationships with others
- Cope with and manage change and uncertainty

One way to keep yourself in a state of good mental well-being is to talk about your feelings, according to the Mental Health Foundation – a means of expressing ourselves – talking therapy. "Our callers find that they are able to use their inner power, give strength to their emotions in a positive way and speak out through their words", commented Umar Akhtar, Senior Director of the TLS.

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### SUPPORT THE LISTENING SERVICE BY DONATING

Email [info@thelisteningservice.org.uk](mailto:info@thelisteningservice.org.uk)

### DID YOU KNOW?

1 in 4 people will experience some kind of mental health problem during the course of a year

Source: Mental Health Foundation

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## Glass Painting Success

Managing Director of the TLS, Neelam Farzana, opened her doors to invite women from around London to try their hand at glass painting – all in the name of fun! Participants got their creative juices flowing with their own unique designs as well as some

that were provided as a guide. Some painted on vases and others on photo frames that are surely adorning their homes today!



## TLS Ambassadors of Peace

Two members of the Executive Committee of the TLS have been awarded the status of Ambassadors of Peace by the Universal Peace Federation and the Interreligious and International Federation for World Peace. Both Neelam Farzana and Zeeshan Akhtar were given their awards for their services to the community.

Zeeshan, who is Secretary of the TLS, commented, "This was a truly unexpected award to receive. I am proud of having being awarded this title and I hope that it can prove fruitful for the organisations with which I work so that their efforts can be taken to a greater level." Zeeshan was given this award for his work in the community and for his efforts to engage the country's youth through sport. He also recently qualified as a level 2 coach in football, which he hopes to use to continue his work in the community.

## TLS Background Information

The listening service is a **free and confidential service for women of all backgrounds**. It has helped many women in distress to air their thoughts, concerns and issues in a safe environment. Our Managing Director, Neelam Farzana, is an experienced individual who has worked within the profession as a face-to-face and helpline counsellor for over 18 years and holds an Advanced Diploma in Therapeutic Counselling. Our service works with many areas of impact, such as bereavement, stress, depression, anxiety and marital issues, to name but a few. **Our hours of operation are Monday and Tuesday 10am – 1pm.** Please contact [info@thelisteningservice.org.uk](mailto:info@thelisteningservice.org.uk) for further information.

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### QUARTERLY QUOTE

"A moment of patience in a moment of anger prevents a thousand moments of regret."

*The Esteemed Ali ibn Abu Talib*