

Managing Difficult Calls, Clients and Conversations

BACKGROUND:

Organisations that employ staff who have telephone and face-to-face contact often encounter problems with irate customers/callers which can lead to staff absences and stress where staff feel unequipped to manage the situations. This course will effectively assist staff when dealing with verbal abuse, threats, delivery of unpleasant information and challenging topics.

TARGET GROUP:

This course is designed to offer training to all staff, managers and supervisors involved in delivering a service to customers (vulnerable) either over the telephone or face-to-face.

COURSE AIMS:

To equip and empower all staff to deal with calls effectively remaining calm and in control allowing them to independently and confidently end an abusive call when necessary. In effect being prepared, reducing stress levels and raising awareness.

LEARNING OUTCOMES:

1. Develop de-escalation skills to diffuse a situation independently on the telephone and face-to-face
2. Gain an awareness of strategies to deal with a range of undesirable, challenging topics issues whilst promoting a positive outcome
3. Recognise benefits of being empathic and understanding the perspective of the caller/client
4. Develop an approach to confidently assess when/how to end an abusive call/situation
5. Demonstrate knowledge of effective de-escalation skills including active and reflective listening
6. Explain the importance of reporting and recording actions relating to good practice and abusive calls/situations

ORGANISATIONAL BENEFITS:

When staff are supported and receive training in how to deal with confrontational situations, the impact on their confidence and ability to deliver the service can only be positive, they feel valued and retention is improved along with good practice.

For 12-14 people, at your venue

(Including all materials)

For further information, contact Steps Training on **02920 095300** or email info@steps-training.co.uk