

TELEPHONE RESPONSE SKILLS (CALLERS IN CRISIS)

This one day course helps people to develop the confidence and telephone communication skills necessary to respond safely, appropriately and confidently to a broad range of telephone calls, including those from individuals that may be in crisis.

COURSE BRIEF

Do you have to answer the telephone at work? Have you ever found yourself lost for words, unsure of your response, or worried that what you say might make things worse for the caller? Have you even been left feeling angry, worried or upset at the end of a call? Whether taking calls is a small part of your day-to-day work, or the main function of your role, this course is for you.

This workshop provides an opportunity to reflect on your approach to handling all types of calls including sensitive and challenging calls, as well as learning and sharing hints, tips and experiences.

AIMS

This course is designed for receptionists, advice workers, support workers and people handling calls on a regular basis as part of their role, regardless of experience.

WHAT IS COVERED

Participants will be able to:

- Define what is meant by 'crisis' from a variety of perspectives (e.g., service user, personal, agency)
- Identify what might be the underlying cause for the service users' distress when they call agencies at times of crisis
- Recognise telephone skills and responses that are supportive when managing calls, including when responding to people in crisis
- Help defuse tension and remain focused on solutions
- Reflect upon the challenging calls you receive and consider helpful responses
- Consider their own needs within a supportive environment, including any points of action identified to take back to their places of work

Delivery options:

Full Day

Maximum number: 18

Please contact training@bristolmind.org.uk for fees