
DEALING WITH DIFFICULT CALLS



DURATION

Online 2.5 hours
Face-to-face 3.5 hours
(All 9:30am – 12pm)

COST

Full \$125 (+ GST)
Concession \$99 (+ GST)

DATE

Every Month
see website for dates)

**Please see our website
for dates and how to book.
[Enrol now](#) via our [website](#).**

DELIVERY

Each interactive session is capped at 25 participants and includes small group activities in breakout rooms (both online and face-to-face).

WHAT'S THE BEST WAY TO RESPOND TO A CHALLENGING PHONE CALL OR CRISIS SITUATION?

Our Dealing with Difficult Calls interactive workshop will help you develop the skills and knowledge needed to manage difficult or challenging phone calls. This includes responding to callers who present as angry or distressed; have difficulty communicating; or are in a crisis situation.

IS THIS TRAINING FOR ME?

This must-attend professional training is essential for phone-based workers, including phone intake and response, reception and call centre staff who are the first point of contact for service users and customers across all external-facing industries.

As COVID-19 has transformed working environments and operations across many industries—including remote working from home—this professional training will benefit anyone that is required to work and engage in challenging interactions over the phone.

WHAT'S COVERED IN THE COURSE:

- What creates a challenging call.
- How to respond to a crisis situation.
- How to develop rapport with clients and callers.
- Establishing boundaries and managing the caller's expectations.
- Tips for working with angry, frustrated, distressed, discriminatory and repeat callers.
- Wrapping up calls professionally.
- Caring for yourself during and after a challenging call.

We can also design a tailored course to meet the specific needs of your organisation. For any queries or requests, please contact Mia McDonald consultancyservices@wire.org.au or telephone: 0405 343 628.
