

DEALING WITH DIFFICULT CALLS



DURATION

Online 3 hours
Face-to-face 3.5 hours

COST

For individuals:
Full \$149.60 (inc GST)
Concession \$108.90 (
inc GST)

Tailored sessions for
organisations:
Please [email](#) for a quote

DATE

Public online sessions:
every month

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 who 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.
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OTHER TRAINING:

WIRE also offers the following training programs for individuals and organisations:

- Understanding & Responding to Family Violence: designed for frontline workers, managers and business leaders in all industry sectors who want to expand their knowledge and skills in understanding, recognising and responding to family violence.
- Recognising & Responding to Financial Abuse: designed for frontline workers, managers and business leaders in the financial, insurance, real estate, legal and government sectors who want to expand their knowledge and skills in understanding, recognising and responding to financial abuse.

**For any queries or requests, please contact us at
consultancyservices@wire.org.au**
