

Helpline skills for email, text and webchat

Course programme

10.30	Welcome and introductions
11.00	Why do we have text-based services? <ul style="list-style-type: none"> • Explain the differences between different types of written communication • Explore trends in the helpline sector
11.15	Opportunities and barriers <ul style="list-style-type: none"> • Explore the advantages and disadvantages of written communication in helpline work
11.45	The textscape <ul style="list-style-type: none"> • Define what we mean by the 'textscape' and explain its impact on helpline work • Deal appropriately with silences
12.30	Lunch
13.15	Assumptions <ul style="list-style-type: none"> • List the assumptions it is possible to make based on text • Explore how to avoid making assumptions
13.45	Beginnings, middles and endings <ul style="list-style-type: none"> • Assess the options available for greeting service users • Describe the structure of written communications • Understand how and when you may use templates and standard responses • Assess the options available for signing off
14.05	Paraphrasing and demonstrating empathy <ul style="list-style-type: none"> • Use empathic paraphrasing to acknowledge the facts and feelings expressed by the service user
14.35	Giving information and signposting <ul style="list-style-type: none"> • Describe the different ways of giving information and sign-posting. • Explain good practice in giving information and signposting in written formats
14.55	Break
15.15	Effective written communications <ul style="list-style-type: none"> • Use the practice identified throughout the course to write a response to a service user
16.15	Review
16.30	Close