

Responding to challenging calls programme

10:30	Welcome, introduction and expectations
11:00	Refreshing helpline skills <ul style="list-style-type: none"> • Revise the six stages of a call • Be reminded of the core skills used on a helpline • Consider how to employ these effectively
11:20	What is a challenging call? <ul style="list-style-type: none"> • Explore the definition of a challenging call • Relate this definition to your helpline service
11:40	Your approach to a challenging call Learning outcomes: <ul style="list-style-type: none"> • Identify the likely outcomes of different approaches to contacts • Learn which approaches are more or less helpful when handling difficult calls
12:20	Lunch
13:00	Managing the expectations of a caller <ul style="list-style-type: none"> • Learn how understanding the remit of your helpline can assist with challenging calls • Understand how using positive language can help with responding to expectations outside your remit
13:30	Responding to different types of contacts #1 Identify skills and techniques for responding to different types of contacts, including angry, abusive, emotional, expecting you to decide, reluctant and circular
14:20	Break
14:40	Responding to different types of contacts #2 Practice responding to different types of contacts using the skills and techniques covered today
15:30	Looking after yourself Identify strategies that address the impact of challenging contacts
15:55	Review and close
16:00	Close