

Managing repeat service users programme

11:00	Welcome, introductions and expectations
11:30	What are repeat service users? <ul style="list-style-type: none"> Identify what repeat service users are for each participant and their services
12:15	The impact of repeat service users <ul style="list-style-type: none"> Explore the impact of repeat service users on the helpline worker, helpline manager and the service
13:00	Lunch
13:45	Management techniques <ul style="list-style-type: none"> Use the experiences of different helpline services to discuss appropriate responses to different service users
14:45	Break
15:00	Repeat service users in practice <ul style="list-style-type: none"> Identify strategies, skills and techniques for managing these types of service users Discuss how to support a helpline team working with repeat service users Create an action plan for your service
15:55	Summary
16:00	Close