

Digital Helpline Skills Course programme

Welcome and introductions
Email vs. Live Chat <ul style="list-style-type: none"> • Explain the differences between different types of synchronous and non-synchronous channels of digital communication • Explore trends within the helpline sector
Opportunities and barriers <ul style="list-style-type: none"> • Explore the key challenges and implications of using digital channels of support • Advantages and disadvantages for both the service-users and the helpline services
The textscape <ul style="list-style-type: none"> • Define what we mean by the ‘textscape’ and explain its impact on helpline work
Lunch
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
Paraphrasing and demonstrating empathy <ul style="list-style-type: none"> • Use empathic paraphrasing to acknowledge the feelings expressed by the service user
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
Confidentiality and Safeguarding <ul style="list-style-type: none"> • Understanding your responsibilities in relation to confidentiality and safeguarding
Break
Reading between the lines <ul style="list-style-type: none"> • Use the practice identified throughout the course to write a response to a service user
Review and close