

Level 1 – Essential Helpline Skills

Course Programme

Welcome, introduction and expectations
What are helplines and how do they help? <ul style="list-style-type: none"> • Understand what is a helpline and how they help service users
Stages of the call <ul style="list-style-type: none"> • Understanding the structure of a call
Stage One: Beginnings <ul style="list-style-type: none"> • Understand the vulnerability of calling a helpline • Understand the difference between face-to-face working and telephone communication • Understand the impact of the environment on good communication • Establish what is important at the beginning of the call
Lunch
Stage Two: Exploration <ul style="list-style-type: none"> • Understand the importance of demonstrating active listening skills • Understanding assumptions and the importance of acknowledging them and avoiding them where possible
Stage Three: Clarification <ul style="list-style-type: none"> • Understand the differences between the types of questions and what questions to ask and why you are asking them • Understand the importance of showing you have listened and understood, to move the call forward
Break
Stage Four: Identifying next steps <ul style="list-style-type: none"> • Understand not every caller want to take next steps • Understand good practice when providing information to callers
Stage Five: Endings <ul style="list-style-type: none"> • Understand how to end a call • Enable participants to practice and demonstrate helpline skills in a safe environment
Stage Six: After the call <ul style="list-style-type: none"> • Enable participants to have strategies in place to look after themselves
Review and close