

Level 3 – Advanced Helpline Skills

Course Programme

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| Welcome, introduction and expectations |
| Demonstrating helpline skills <ul style="list-style-type: none"> • Demonstrate key skills to respond effectively to an emotional call |
| Emotional call <ul style="list-style-type: none"> • Understand how to respond to an emotional call |
| Angry call <ul style="list-style-type: none"> • Understand how to respond to an angry call • Define an abusive call and how to respond effectively |
| Lunch |
| Vocabulary <ul style="list-style-type: none"> • Explore the use of different vocabulary to respond to a call |
| Circular call <ul style="list-style-type: none"> • Identify skills and techniques for responding to callers with different needs |
| Repeat and regular calls <ul style="list-style-type: none"> • Distinguish between regular and repeat calls • Explore when and how to set up a caller care plan |
| Break |
| Safeguarding <ul style="list-style-type: none"> • Understand what is safeguarding • When and how to respond to safeguarding concerns • How to respond to someone with suicidal thoughts |
| Looking after yourself <ul style="list-style-type: none"> • Identify strategies that address the impact of challenging contacts |
| Review and close |