

Level 2 – Developing Helpline Skills

Course Programme

Welcome, introduction and expectations
When does a call become challenging? <ul style="list-style-type: none"> • Explore the definition of a challenging call and how it relates to your helpline
Beliefs and boundaries <ul style="list-style-type: none"> • Understand how personal and professional beliefs and boundaries can impact on your helpline work
Your approach to a challenging call <ul style="list-style-type: none"> • Identify the likely outcomes of different approaches to contacts
Lunch
Language <ul style="list-style-type: none"> • Understand how positive language can impact on the call
Developing skills to respond to challenging calls <ul style="list-style-type: none"> • Understand the difference between sympathy and empathy • Understand the impact of non-directive language
Conveying empathy <ul style="list-style-type: none"> • Understand how a caller can present when emotionally distressed
Break
Skills to convey empathy <ul style="list-style-type: none"> • Defining skills to convey empathy
Looking after yourself <ul style="list-style-type: none"> • Identify strategies that address the impact of challenging contacts
Review and close