DEALING WITH DIFFICULT TELEPHONE CALLS

FREE for members of Leicestershire and Rutland branches

UNISON East Midlands

27TH JULY 2022
10AM-12.30PM
VIRTUAL SESSION VIA ZOOM

UNISON Learning
Leicestershire & Rutland

BENEFICIAL FOR STAFF WHO ARE REQUIRED TO DEAL WITH CHALLENGING CONVERSATIONS OVER THE TELEPHONE

FOR INFORMATION EMAIL UNISONLANDRLEARNING@GMAIL.COM

Apply here

LEARN HOW TO COMMUNICATE EFFECTIVELY OVER THE TELEPHONE AND HOW TO DE-ESCALATE CHALLENGING CALLERS

- Understand how to appropriately and effectively respond to anger and aggression
- Identify how to effectively plan for managing angry and aggressive people over the telephone
- Utilise strategies to diffuse and calm anxious and aggressive callers
- Remain calm and composed to ensure the most positive outcome
- Recognise that the way you respond to a caller will impact on their response to you
- Use a range of coping strategies to use during and after an aggressive phone call

THERE ARE ONLY 16 AVAILABLE PLACES ON EACH COURSE SO PLEASE DO NOT APPLY UNLESS YOU ARE ABLE TO COMMIT TO ATTENDING.

ALL APPLICATIONS WILL BE SERVED ON A FIRST-COME FIRST-SERVE BASIS.

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