

Dealing with Difficult Phone Calls

17th October 2022

This course is free to all UNISON Leicestershire & Rutland Members

Learn how to communicate over the phone do de-escalate challenging callers

Sign up

Follow the link below to book via UNISON East Midlands website

Course

Monday 17th October 10:30am to 12:30pm

About

Beneficial for staff who are required to deal with challenging conversations over the telephone

Course offered by Jez Brigham at 2Resolve

Course delivered online via Zoom

[Apply Online Here](#)



UNISON Learning
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<https://eastmidlands.unison.org.uk/unison-leicestershire-rutland-learning/>

For support with your booking contact: unisonlandrlearning@gmail.com