

Telephone Rage

Difficult or abusive callers require skilled handling – this course is designed to enable administration and support staff to respond positively and effectively by developing a structured approach and to handle the call in a supportive, professional manner. Telephone staff are also helped to protect themselves from the effects of verbal abuse.

content

- Emotional patterns that cause difficult behaviour
- Spotting the common triggers
- Appropriate responses, prevent calls degenerating
- Setting boundaries and goals
- Strategies for avoiding confrontation
- Maintaining a professional manner
- Balanced communication and verbal skills
- Liability issues
- Defusing and calming techniques
- When the situation is 'out of control'
- Building and protecting self-esteem

objectives

Understand why 'phone rage' is on the increase and its physical and emotional effects on staff

Remain in control under pressure

Defuse or de-escalate angry calls and discussions

Communicate effectively with colleagues and the public

Terminate aggressive interactions more safely

Remain professional even when under personal attack