



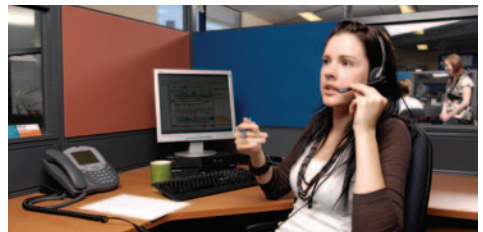
## Working With Challenging Callers

The telephone provides a convenient, personalised, safe and controlled medium for people to access information or explore personal issues. Even for the most experienced telephone professionals, effectively dealing with highly emotional or difficult callers can be extremely challenging, with such calls being a significant source of stress for staff and management alike.

In order to best meet your caller's needs, it is essential that staff are thoroughly trained with the knowledge and skills to respond appropriately to irrational or highly emotional callers.

This training has been effectively used by call centre and customer services staff, who have reported feeling better equipped to efficiently and professionally manage difficult callers.

Using a combination of lectures, role plays and directed discussion forums, this workshop-style training module provides participants with the skills to communicate more efficiently and sensitively when working with all types of callers.



### This Training Will Highlight

- A call management process
- Managing and containing calls
- Empathy and self management
- Risk assessment (where appropriate)
- Assessing callers needs
- Skilled and sensitive referral
- Community resources

*"Excellent workshop – provided me with some great practical skills as well as some more formal process for callers who may be at risk. The one-on-one coaching was fantastic".*

*- Legal Aid Representative.*





### Learning Outcomes

- A professional and structured process for engaging and responding to callers
- Strategies for responding to emotionally distressed callers – including angry, abusive and suicidal callers
- How to manage your own reactions when dealing with challenging callers
- Support structures and self care strategies

### Training Format and Cost

Half day workshop. 8-15 participants (undertaken onsite or at CSS' premises)

Cost: \$1,500 (Excluding GST)

### Why CSS

Crisis Support Services Inc. (CSS) is Australia's leading professional telephone counselling and training provider.

Operating 24 hours a day, seven days a week, CSS is accredited by the American Association of Suicidology in counselling and suicide prevention, and has a 50 year history of helping people in crisis.

CSS draws upon its extensive counselling experience to develop its tailored range of training packages.



CSS has fulfilled the training needs of organisations such as the Australian Federal Police, Family Relationship Centers, Australia Post, MFB, the Telecommunications Industry Ombudsman, Legal Aid, Country Wide Media and the Child Support Agency.

*For more information contact :*

Crisis Support Services Training

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