

Responding to challenging calls and supporting emotional service users programme

10:30	Welcome, introduction and expectations
11:00	Refreshing helpline skills <ul style="list-style-type: none"> • Revise the six stages of a call • Be reminded of the core skills used on a helpline • Consider how to employ these effectively
11:20	What is a challenging call? <ul style="list-style-type: none"> • Explore the definition of a challenging call • Relate this definition to your helpline service
11:40	Personal boundaries Understand appropriate personal boundaries in relation to working on a helpline
12:40	Lunch
13:20	Sympathy and empathy Understand the difference between sympathy and empathy
13:35	Using emotional support skills <ul style="list-style-type: none"> • Identify core skills to convey empathy • Understand how our emotional reactions affect our support • Identify key skills for responding to someone who is emotional • Understand how emotion affects communication and how we can respond
14:35	Break
14:50	Responding to different types of contacts #1 Identify skills and techniques for responding to different types of contacts, including angry, abusive, emotional, expecting you to decide, reluctant and circular
15:40	Responding to different types of contacts #2 Practice responding to different types of contacts using the skills and techniques covered today
16:15	Looking after yourself Identify strategies that address the impact of challenging contacts
16:00	Close