

Handling Telephone Rage

"Seek first to understand, and then to be understood." Dr Stephen Covey

Purpose

This course is designed for telephone advisers/operators required to maintain high standards of customer service whilst dealing with emotional customer behaviour.

Target Audience

Front line call centre advisers/operators who want to build up self belief and confidence when dealing with difficult emotional situations over the telephone.

Learning Outcomes

By the end of the course delegates will be able to:

- Understand the causes of phone rage
- Demonstrate effective behavioural techniques to manage customer emotions
- Identify own behaviour styles
- Employ a technique to manage customer behaviour
- Utilise a number of tools to manage own emotion following difficult calls

Key Topics

- Emotional Intelligence theory
- Introduction to stress management and personal self belief techniques
- Handling emotional rage model
- Understanding triggers of phone rage

Course Duration

1 day.