



TELEPHONE DE-ESCALATION TECHNIQUES

"The most important thing in communication is hearing what isn't said." -Peter F. Drucker

This course provides an introduction to effective telephone de-escalation techniques. Participants will learn how to recognise signs of escalating tension and respond in a professional and calming manner. Through practical activities and discussions, participants will gain insight into their own communication style, develop active listening skills, and be equipped with knowledge and tools to help defuse difficult conversations. This course will provide an opportunity for participants to practice and develop their telephone de-escalation skills so that they can confidently manage challenging calls in the future.

Key Course Content:

- Understand the dynamics of a heated call and how to manage it in a professional manner
- Develop skills to assess the caller's emotional state and emotional needs
- Learn techniques to defuse an agitated caller
- Understand how to redirect negative energy and manage hostile behavior
- Develop strategies to assess an unfamiliar situation and make meaningful decisions
- Enhance communication skills by using language that reflects empathy, calm and understanding
- Practice active listening to assess the caller's needs • Utilise communication strategies to de-escalate a caller and establish mutually beneficial solutions
- Develop appropriate strategies when a caller becomes too vocal or aggressive



Target Audience:

The course can be tailored for handling incoming or outgoing calls (or both)



Duration:

This course is available as a 1-day course or a truncated half day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.