



---

## Managing Abusive & Challenging Phone Calls

---



**SAFETY SOLUTIONS**  
TRAINING LIMITED

**Safety Solutions Training Limited**

[www.safetysolutionstraining.co.uk](http://www.safetysolutionstraining.co.uk)

Tel: 02920 657753



**SAFETY SOLUTIONS**  
TRAINING LIMITED



## Managing Abusive & Challenging Phone Calls

### Course Background

Dealing with customers and clients over the phone is an essential part of many jobs, but it can also expose employees to aggression and verbal abuse. Verbal abuse, and the fear of it, can seriously impact staff wellbeing, leading to distress, anxiety, and long-term stress-related health issues. These consequences can also have a ripple effect on employers, resulting in low staff morale, increased employee turnover, and recruitment difficulties.

### Purpose

At Safety Solutions, we understand the importance of providing employees with the necessary skills to manage phone conversations confidently and effectively. Our half-day training course is specifically designed to address the challenges that customers and staff face when communicating over the phone.

This training course is designed to create a safe and supportive learning environment where delegates can discuss and explore these issues in-depth. During the training, delegates will learn how to de-escalate aggressive calls, maintain their composure, and manage their emotional responses to challenging situations. We believe that by equipping employees with these skills, we can create a safer and healthier working environment for all.

We combine theory and practical exercises, providing a comprehensive training experience that is both interactive and informative.

### Training Delivery

Sessions can be delivered in-house, or virtually via the Zoom or Teams platforms. Our virtual training sessions are highly engaging and interactive and consistently receive exceptional feedback.

### Learning Objectives

- Open discussion about challenging phone calls.
- Understand the relevant Health and Safety legislation related to workplace violence and aggression and learn about employee reporting requirements to maintain a safe work environment.
- Learn about digital online security measures to avoid online harassment and protect personal and professional information.
- Develop an understanding of conflict patterns that are unique to phone communication.
- Identify the various stages of conflict escalation.
- Learn techniques to remain composed during challenging phone calls.
- Utilise specific skills to structure and manage calls effectively.
- Recognise when and how to report incidents in an efficient and effective manner.