

Positive Interactions for Contact Centre Staff



Contact centre staff face unique challenges in their role often due to the high work demands, managing challenging interactions, high levels of performance management, and limited development opportunities.

SuperFriend's Positive Interactions for Contact Centre staff course provides practical skills to help them manage challenges in their role so they can thrive.

Overview

This course provides an ideal introduction to understanding mental illness aligned to FSC Standard 21, understanding risk and protective factors and strategies to manage and de-escalate challenging calls.

It builds the capability of contact centre staff to positively engage and interact more effectively with their customers, acknowledging the challenges to the role and that some interactions are more difficult than others.

Making a commitment to supporting workers' in this area demonstrates that the organisation understands that their work is challenging and is here to support them, as well as investing in their professional development.

After completing this course, learners will have an increased understanding of mental health conditions, techniques to support positive communication, and considerations when speaking with someone in distress.

The optional workshop provides the opportunity to practice and embed the modules' skills, giving participants the confidence to recognise triggers and to manage and de-escalate challenging calls.

What will the course cover?

- Understanding mental illness
- Biopsychosocial model
- Identifying risk and protective factors
- De-escalation strategies
- Managing challenging interactions.

Why participate?

- Mental health training leads to improved outcomes for individuals and businesses
- FSC Standard 21 compliance
- Flexible and accessible delivery, complete when convenient
- Course Completion Certificate.

Who should participate?

This course is recommended for all contact centre staff.

Prerequisites

Workplace Mental Health Essentials for All Staff.

Course details



Modules: 2 short online modules (30 mins total)



Facilitated workshop (optional): Up to 20 people (90 mins)



Resources: Access to additional supporting resources – tools, tip sheets, videos, articles.

Course Outline

Understanding mental illness (as stipulated in revised draft FSC-21) • 15 mins



- What is mental illness
- Why understanding mental illness is important
- The different types of mental illnesses
- Risk and protective factors related to mental illness

Managing challenging interactions • 15 mins



- Anger and aggression and how they can occur during interactions
- How to recognise and managing your own triggers when managing challenging interactions
- How to effectively apply de-escalation strategies
- Best practice call termination process

Facilitated workshop (optional) • 90 mins



The optional workshop reflects on concepts learned in the online learning modules and provides opportunities to practice and embed knowledge including applying active constructive listening and skills to de-escalate a challenging call. This increases participants' confidence and ability to apply the new skills. The workshop also covers application of person-centred communication using an Effective Communication framework (OARS - Open questions, Affirmations, Reflections, Summaries) in a contact centre environment.

Additional resources



- Ongoing access to resource library to support learning
- Downloadable tools, tip sheets, videos, articles
- Certificate of Completion



Online modules and all additional resources are accessed via SuperFriend's online learning platform, MySuperFriend.

