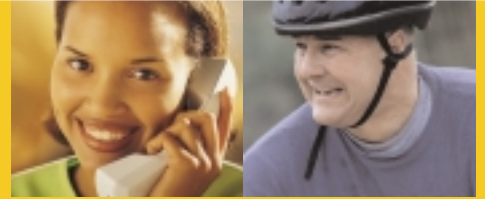


# Lifeline Training



## Moving On

Minimising the personal impact of emotionally draining calls

(Delivered as a half day course)

### Who is it for?

Telephone workers in call centres or public contact roles.

### What will you learn?

At the completion of this module, participants will be:

- able to identify the calls they find difficult;
- able to identify the calls they find stressful;
- able to identify their emotional response to these calls;
- aware of the importance of dealing with the personal effects of these calls;
- aware of strategies they can use immediately to deal with the personal effects of these calls; and
- able to demonstrate strategies they can use to deal with longer term effects these calls may have, if not dealt with early.

### What are the benefits to your Organisation?

- enhance staff efficiency by reducing stress; and
- meet OH&S training requirements.

### Why Lifeline?

Lifeline Trainers are ideally placed to train in this area as Lifeline's expertise in hearing and responding to distressed people while practising self care has been developed over 40 years.



### WHO TO CONTACT?

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