

Course Title: Relative Response Communication in a Crisis Workshop (Duration dependant on requirements)

Overview

This course is designed to train delegates to manage a wide range of public and "next-of-kin" telephone enquiries during a crisis. Specifically it enhances skills in query answering in an efficient and caring manner.

Structure

Delegates are required to take part in both theoretical and practical activities.

Prerequisites

None

Target Audience

Aimed at personnel involved in a team of relative responders in the event of a major emergency.

Course Content

The syllabus focuses on:

- Confidently answering calls from concerned relatives
- Dealing with people in traumatic situations
- Expectations required to achieve best possible understanding
- Individual limitation in situations of stress
- Phonetic voice awareness
- Protecting the company's reputation

Certification

QISC approved certification.

Revalidation

Not applicable

Venue

QISC Premises/or Clients own Premises.

Items to bring

None

Health

Company specific medical and all delegates will be asked to complete a standard medical questionnaire prior to course commencement.

Dates and Cost

On request