

# Hotlines: Optimal Incident Handling

Hands-on course of 2 days - 14h

Ref.: HOT - Price 2025: 1 480 (excl. taxes)

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

- Develop your availability and listening skills on the phone
- Cover incident handling with objectivity and calm
- Mobilize to assist the customer
- Defuse risks of tensions
- Establish a trusted relationship
- Be at ease during interviews to carry out quality of service objectives

## HANDS-ON WORK

Exercises, self-diagnosis, scenarios, recorded and debriefed role-playing.

## THE PROGRAMME

last updated: 01/2024

### 1) Properly communicating

- Sender/receiver: Being responsible for quality of communication to manage interviews.
- Components of voice: Tone, volume, timbre, articulation, speed, rhythm, pitch, silence.
- An energy-transmitting voice.
- Communication tools: Active listening, rephrasing, questioning, saying positive things.

*Exercise : Voice game with actors, listening, different types of questions and rephrasing, saying positive things. Group debriefing.*

### 2) Managing and handling the incident

- Listing past incidents and noting what made them unique.
- Anticipating and always being in a position to accept a resolution.
- Understanding what attitudes encourage or amplify incidents.

*Role-playing : Exercises in problem-fixing: Participants play-act incident resolution situations.*

### 3) Listening: The core of the relationship

- Developing your listening in order to improve and better manage the situation.
- Understanding the two types of listening: Active and objective.
- Knowing techniques for boosting your attention.
- Listening to understand, analyze, and adapt to behavior.

*Role-playing : Mastering customer listening techniques on the telephone. Group debriefing.*

### 4) Asking questions, rephrasing, and making a case

- Showing interest and commitment in solving the problem by asking questions.
- Writing questions and issues to rephrase.
- Structuring persuasive arguments.
- Making a case in three situations: Chance for resolution, suggesting a wait period, knowing how to say "no".

*Role-playing : Practice questioning, rephrasing, and making a positive case.*

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@ORSYS.fr](mailto:psh-accueil@ORSYS.fr) to review your request and its feasibility.

#### 5) Managing your emotional register

- Managing your stress and that of the other person.
- Developing your emotional register.
- Reacting to dissatisfaction.

*Role-playing : Managing your stress and emotions in a customer relations situation.*

#### 6) Keeping and building on trust

- Learning to develop assertive behaviors
- Managing complex situations, in particular resolution times.
- Knowing how to end telephone interviews.

*Exercise : Testing the relational attitude and assertiveness. Thinking about trust-generating behaviors.*

## DATES

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### REMOTE CLASS

2025 : 25 août, 15 déc.