PREFERRED TRAINING NETWORKS

TRAIN THE CONTACT OFFICER

Being a Support & Clarifying the Contact Officer Boundaries

This essential course equips contact officers with the skills and knowledge to excel in their role as contact officer. The course builds understanding of what is/isn't discrimination, bullying and harassment.
The contacts officer's role is not to provide judgment nor shortcuts. A contact officer working within the boundaries of the role is a key asset for an organisation. But when they work outside the role boundaries, they can cause unnecessary alarm and duress.

Key Course Content:

- Clearly define the responsibilities and limitations of a contact officer's role.
- Understand what is/isn't discrimination, bullying and harassment (scenarios and hypotheticals)
- Develop active listening to handle concerns appropriately.
- Listen without forming judgement
- Discuss how to offer available services
- Being a person of trust
- Managing upwards skills
- Matching and mirroring techniques
- Using NLP communication techniques
- Paraphrase to check for understanding
- Scan the environment for trouble signs
- Learn how to foster a positive workplace culture while adhering to organisational guidelines.
- Gain practical strategies for escalating issues correctly and supporting colleagues effectively.

Target Audience:
Contact officers.

Duration:
This course is available as a 1-day course or a truncated ½ day course.

Delivery:
This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.

Group Size:
We recommend a group size of 3-9 people.

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