

# Dealing with Difficult Calls in Early Learning and Care



## Overview

This webinar seeks to provide participants with a space to explore a range of caller presentations, the factors that shape an individual's reaction to stress and effective strategies to use when taking calls. This may also be of interest to Childminders.

The training is suitable for those providing support to or working in early learning and care, as a childminder or early years educator, who take calls from parents/ guardians as part of their role.



## Method & Materials

### Duration:

Delivery 3 hours, e.g. 10am-1pm

### Format:

Webinar

### Group size:

16 participants per training

This webinar will include presentation and a range of interactive methodologies using scenarios and small group work. Participants will receive a Certificate of Attendance.



## Outcomes

Following the workshop, participants will be able to:

- Identify what kind of calls are most challenging
- Explore why a caller may present in a challenging manner
- Recognise core practice to use when dealing with difficult calls
- Practice key skills and strategies for dealing with difficult calls
- List what skills and resources are available to staff (both within themselves and within their organisation) in responding to difficult calls

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