

Respect

Supporting HAS colleagues



Know the line

Behaviour



Response

- Be engaged, friendly and helpful
- Listen carefully. Reflect issue back to caller to be clear you have understood
- Go the extra yard – is there anything else that would help them in their circumstances?



- Acknowledge caller's personal circumstances and challenges
- Be clear you will do your best to assist and find a solution
- Use de-escalation Top Tips to reduce any tension or frustration
- Remind the caller about need for respect



- Remember: personal abuse and aggression is not just 'part of the job'
- Offer 'time out' opportunities where you will call back later
- Seek assistance from colleagues and / or manager
- Be clear that continued abuse will lead to the end of the call.
- End the call if abuse continues.