

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.**