

Non-Emergency Call Handling

This course explains the role of customer service in successful call handling. It discusses the expectations of both the public and the agency for telecommunicators, and ways to ensure effective communication using the Three C's. It describes the importance of actively listening to the caller and provides basic telephone techniques related to administrative call handling.

Goals

Upon completion of this course, the student will be able to demonstrate the following skills.

1. Determine what customer service means to callers.
2. Understand how to deliver excellent customer service and discuss customer service goals.
3. Identify the expectations placed upon the telecommunicator by the agency and the public.
4. Describe the Three C's of Effective Communication and explain how they positively affect call handling.
5. Discuss the important of actively listening to callers.
6. Identify the components of the communication process and your telephone voice personality.
7. Describe basic telephone techniques related to administrative call handling.
8. Explain methods for handling difficult callers.

Overview

- Module 1 Delivering Customer Service as a Telecommunicator
- Module 2 The Professional Telecommunicator
- Module 3 Agency First Impressions and the Telecommunicator
- Module 4 Listening: Our Primary Function
- Module 5 The Communication Process
- Module 6 Telephone Answering Techniques for Administrative Calls
- Module 7 Dealing with Difficult Callers
- Final Quiz

Requirements

This self-paced, online course is part of an ongoing effort by PowerPhone to provide timely and essential learning to telecommunicators on new advisories and procedures important to the PSAP community. After completing all sections of this class, you will need to score a minimum of 75% on the final quiz to earn 8.0 CEUs.

- Desktop, laptop or mobile device
- Speakers / Headphones
- High-speed Internet access
- Internet Browser (Google Chrome preferred)