



EMERGENCY TELEPHONE TECHNIQUES

OBJECTIVE

This course is designed to provide telephone operators with necessary knowledge and skills to effectively manage, prioritise telephone calls and initiate emergency actions .

EXPECTED OUTCOMES

Attendees will be introduced to the various types of possible emergencies, principals and procedures to resolve emergency situations. This course will aim to build confidence, through realistic scenario based situations, and will deal with a wide range of emergency situations requiring affirmative action.

TRAINING STRATEGY

Participants undertake practical and theory sessions, which provide them with the background knowledge to handle a range of emergencies and the opportunity to apply this knowledge in a series of simulated scenarios.

KEY SUBJECT AREAS

- Emergencies in the building
- Bomb threats
- Dealing with enquires following an accident at the workplace
- Dealing with the media following an emergency

DESIGNED FOR

Receptionists, Telephone Operators , Call Centre Staff, and Human Resource Telephone Teams.

DURATION

1 day



**Contact GES
for more information on
(08) 9473 2900**