



LONDON FIRE BRIGADE

Call Handling Techniques

Operational Support Team (Training)

Aim

To examine the challenges encountered by Control staff when dealing with Emergency calls

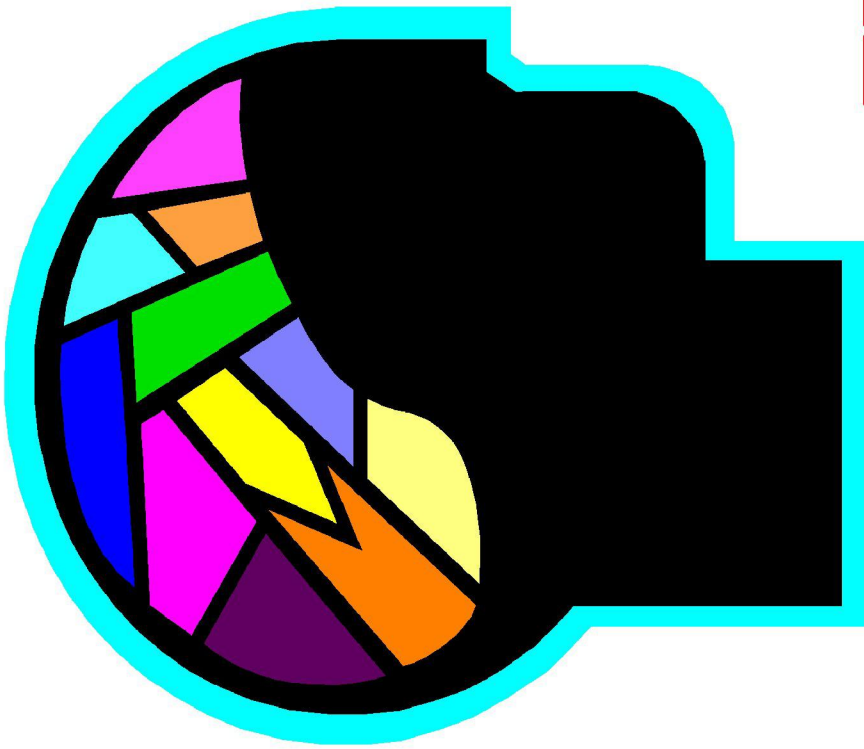
Objectives

At the end of this session you will be able to:-

- Identify possible difficulties
- Understand callers difficulties
- Recognise the skills required to deal with a difficult call/caller

Think!

**What makes a
difficult call?**



Communication Styles

Non Assertive

Assertive

Aggressive

Answers ?

Will the call always be difficult ?

Who are they being rude to ?

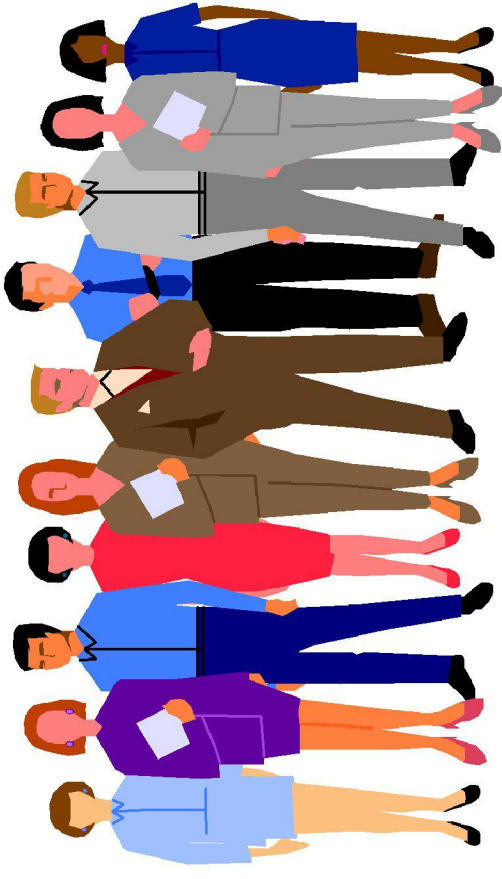
Could it be our fault ?

Transactional Analysis

Parent

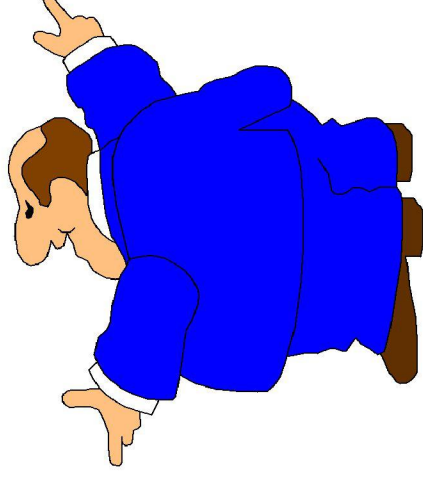
Child

Adult

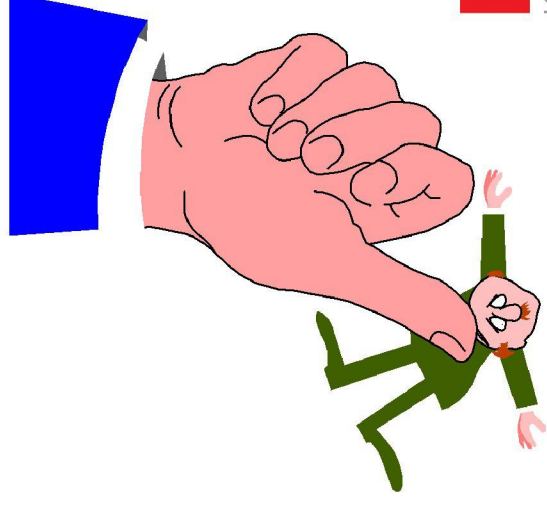


Eric Berne

Parent



Caring



Disciplinary

What characteristics are displayed in this behaviour?

The Caring Parent

Comforting

Encouraging
orders

Sympathetic

Warm

Disciplinary

Severe

Giving

Inflexible

Impatient

Stern

Abrupt

Child



Free



Adapted

What characteristics are displayed in this behaviour?

Free Child

Care Free

Uncontrollable

Giggly

Not listening

Unruly

Disinterested

Excitable.

Irresponsible

Adapted Child

Wanting to please

Obedient

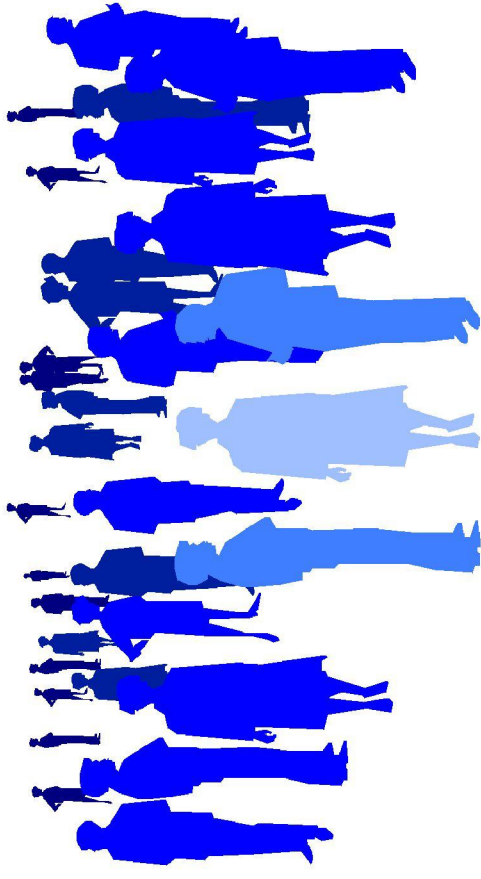
Quiet

Timid

Attentive

Adult

Rational Thinking rather than feeling



TRY AND STAY ADULT



DEVICES

Be **D**irect

Have **E**mpathy

Use **V**ariation in your questions

Use **I**nflection in your voice

Display **C**ourtesy

Correct **E**nunciation

Appropriate **S**peed

Tone

Words can evoke different reactions when spoken with different tones

Summary

What behaviours do we need to use?