

# Non-Emergency Call Handling™

**Coming to your area!**

**Mar 9, 2016 • New Orleans, LA**

**Hosted by: Orleans Parish Communications**

**Class Hours are 8:30am- 4:30 pm**

Course #: 15-1505

Course Duration: 8 Hours

Price: \$229.00 per person

**Volume discounts available...  
please call 1.800.537.6937.**

## Achieve excellent customer service in your call center!

Whether its 911 or 311, your call center will receive non-emergency calls. How your call takers respond to citizens is crucial to building a successful image for your agency. This class will prepare your team to professionally respond to all types of calls from your citizens.

### TOPICS COVERED:

- First impressions
- Customer service goals
- Developing a telephone personality
- Barriers to listening
- Journalistic Investigative Approach™
- 300 Call Syndrome™
- Reaction principle
- Telephone answering techniques
- Message taking
- Administrative call handling
- Screening callers
- Call transfers
- Information gathering
- Managing stress
- Avoiding burnout

### LEARN HOW TO:

- Deliver excellent customer service over the phone
- Use the three Cs of effecting call handling (courtesy, confidence and concern) to project a positive image
- Put active listening skills to work on every call.

**DISPATCH·U  
EDUCATION**

**DispatchU is the training arm of PowerPhone and focused on RAISING THE STANDARD of dispatcher training. DispatchU courses are available online to empower you to advance your career.**

**TOTAL  
RESPONSE**

**YOUR STANDARD OF CARE DRIVES EVERYTHING! Total Response® is a quality improvement call handling protocol solution focused on maintaining and improving PSAPs standard of care.**

**REGISTER NOW!**

**For more information about DispatchU call or visit our website.**

**1.800.537.6937**

**www.powerphone.com**

