

Call Centre Staff

Train the Trainer
Core Modules



Call Centre Staff

This module is specifically for **call centre staff**. It is best used alongside other modules in the package, to address specific issues for this group of staff.

.....

Suggested timings are given below. Depending on delivery and delegate numbers, the content in this module could be delivered in 40–90 minutes.

Learning Objectives

- 1 Understanding what questions to ask of passengers who may need assistance
.....
- 2 Sharing good practice with colleagues and the trainer about practical barriers to travel and solutions
.....
- 3 Developing empathy and understanding for disabled passengers

Guidance to Accompany Slides

Discussion

Suggested timings: 10–20 minutes

Purpose: To **generate discussion** on what staff need to think about, ask and say when interacting with disabled passengers.

Ask delegates to divide into groups of two or three.

Encourage discussion around initial thoughts on these questions.

Facilitate larger group discussion.

Role Play

Suggested timings: 20–30 minutes

Purpose: To **generate understanding and empathy for disabled passengers** and to explore **how best to respond** effectively to particular challenges.

For each of the scenarios, ask delegates, in pairs, to act out the roles of the passenger and staff member, focusing on how the staff member should deal with the situation they are presented with.

.....
After each role play, get each pair to explain the approach to responding effectively.

.....
After the role plays are completed, facilitate a whole-group discussion about the best way to approach situations like this. What are the general principles that can guide good communication?

Your Role

Suggested timings: 5–20 minutes

Purpose: Depending on the time available, to **summarise key messages**, with an emphasis on the role of call centre staff or to **generate discussion**.

This section can be used simply to summarise the key messages of the session (and other parts of a longer training session using other modules) or it can be used as a starting point for discussion.

.....

REAL

Suggested timings: 5–20 minutes

Purpose: Depending on the time available, use this slide to **summarise key messages**, and remind people about the Respect, Empathise, Ask, Listen theme of the training.

You can use the train the trainer notes on REAL here and/or in other sections of the training.



REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger **REAL** Person



Department
for Transport