



# The Front Office/Receptionist Toolkit

Full Day Course

# Topics Covered:

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- ✓ A communication model that reveals how it is so easy to have miscommunication despite the best of intentions
- ✓ Active listening skills (and the things that can get in the way of listening)
- ✓ Problem solving
- ✓ Personal limit setting & organisational boundaries (policies, procedures and protocols)
- ✓ Self-care (debriefing & supervision)
- ✓ Dealing with difficult situations:
  - Angry/aggressive/abusive people
  - Hysterical/panicking people
  - Irrational/ unco-operative

## Program Outline

- Communication model
- Listening
  - Factors that prevent us from listening
    - Environmental distractions
    - Emotional filters
    - Mind reading
    - Rehearsing
    - Filtering
    - Judging
    - Daydreaming
    - Advising
    - Sparring
    - Being right
    - Derailing
    - Placating
- Listening Dos
  - Be non-judgmental
  - Pay attention
  - Show that you are listening
  - Listen for ideas
  - Provide feedback
  - Take notes
  - Assess the person's emotional state
  - Assess the person's level of expertise
- The Toolkit
  - Attending
  - Mirroring
  - Problem solving
  - Boundaries and Limit Setting
  - Ending conversations
  - Grounding
  - Self-Care and Debriefing



- Understanding and responding to difficult situations
  - anger/aggression;
  - abuse;
  - hysteria;
  - anxiety;
  - mania.



# Course Details:

## Booking Information:

To reserve a place in this course please contact Envisage Training or visit our website to enrol online.

## Envisage Training:

- Computer Training
- ICT & Software Applications
- Instructor-Led Online Training
- Professional Development
- Room & Equipment Hire
- Training Needs Analysis

## Delivery Modes:

- Scheduled Courses
- In-House & On-Site
- Instructor-Led Online Training
- Customised Courses



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## Duration:

1 Full Day

## Who should attend:

This one day workshop is designed to offer you a greater understanding of the skills and dynamics of effective communication and listening in this key administrative role. The workshop provides a range of knowledge, skills and strategies to understand and respond effectively to people face to face or on the telephone who may be angry, threatening or upset; are irrational, unco-operative, abusive or in crisis. This workshop is designed specifically for Receptionists and Front Office Staff who present the face of the organisation to the community and as such are the gatekeepers who handle initial contact with the public.

## Learning Outcomes & Benefits:

Participants will leave the course with:

- ✓ An understanding of the things that affect and impact good communication
- ✓ An understanding of the skills and attitudes required to provide excellent front office service
- ✓ Knowledge of their own personal limits and organisational boundaries around acceptable behaviour
- ✓ A comprehensive participants workbook/workshop manual
- ✓ Unique user friendly guides that will assist you to respond to challenging, difficult or threatening situations