

Creating a Positive Call Experience for You and Your Patients

Lesson 2: Managing Difficult Calls

Identify types of difficult callers

1. Difficult callers can be _____, _____, or _____.
2. People are at their worst when they are scared, sick, tired, or hungry.
3. Manage: listen, relate, and propose an action plan.

Abusive caller:

1. You may hang up after saying that _____ but cannot when the caller is yelling or cursing
2. Breathe in, stay _____, and don't take anything personally

Demanding caller:

1. Change tone of voice to _____ but keep it just below the caller's level of assertiveness,
2. Be _____ and to the point.
3. Keep the conversation about the _____.

Disagreeable callers:

1. Some callers only want to hear from their _____.
2. When they do not listen, say that you _____.
3. Then call the _____ to explain the situation and let them contact the patient.

Additional Notes