



Network for  
Practices Ltd

[www.networkforpractices.co.uk](http://www.networkforpractices.co.uk)

## Consultant Information

**Deryl Dix** works independently as a facilitator, trainer & consultant with considerable experience in developing leadership programmes and in well-being and mental health in the workplace.

In addition to working throughout the UK, Deryl has worked internationally, frequently delivering programmes in France, Belgium, Germany, China, India, and Singapore.

Deryl's professional experience has included being Director of FPA Wales for ten years and employment at Director level in a further two UK wide charities. In addition, Deryl is affiliated to numerous organisations as an associate. With a background in drama and theatre, creative methods are frequently utilised in her delivery. Deryl is also qualified to teach Mindfulness-based stress reduction (MBSR) courses.

## Booking Information

To book a place/s email

[bookings@networkforpractices.co.uk](mailto:bookings@networkforpractices.co.uk)

*Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.*

# Telephone Skills – Moving from Good to Excellent (Including Handling Challenging Calls)

**Date:** 7th April 2025  
**Times:** 0930-1630  
**Venue:** Zoom Online Platform

**Places available:** 12

**Fee/s:**

<b>NfP Members</b>	<b>£95</b>
<b>Non Members</b>	<b>£140</b>

**This workshop is suitable for: Care Navigators and receptionists**

This one-day workshop will build on and develop your telephone answering skills. This will provide a foundation for responding to your more challenging calls. You will be supported to identify the right tone and the right words to ensure you come across professionally whilst taking all your calls

## Aim

To Refresh your telephone skills, ensuring you sound professional every time and to increase your confidence in handling your more challenging calls.

## Objectives

By the end of the session, you will know how to:

- Create a professional impression on the phone
- Be clear and concise in conveying your message
- Use the skills of active listening to understand your patients' needs and emotions
- Take control of the call with clarity and using a structured approach
- Apply a range of communication skills to support you to build rapport and maintain a professional and positive relationship with all your patients
- Know when and how to seek help

**Registered Office: Frome Medical Centre, Enos Way, Frome, Somerset, BA11 2FH**

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