

## Confrontation Call Card



- 1** Challenging telephone interactions can sometimes occur as part of your role.
- 2** However, abuse and belligerent behaviour towards our team members will not be accepted.
- 3** If you are experiencing an abusive call which you would like some support to manage raise this **"Confrontation Call Card"** to:
  - a.** rally support
  - b.** provide an opportunity to strategically transfer the call
  - c.** flag a post-call circuit breaker such as a short walk or a hot drink
  - d.** ensure leaders have an opportunity to debrief with you

