

HR Reponse in an Emergency and Telephone Response to the Media

Making the right response to external enquiries

Many organisations will face difficult times and situations where the response made on the telephone to external enquiries will be absolutely critical.

This may be in a human emergency or when an incident or event is of interest to the media. We've developed two courses that address these issues:

HR Response in an Emergency equips Relatives Reponse Team members with the knowledge and confidence they'll need when speaking to employees' families and the general public in the event of an emergency.

Delegates will receive telephone response training, covering a wide range of calls and information management.

They'll gain a comprehensive understanding of the different roles within the team, particularly those in direct communication with callers, and learn how to effectively communicate with local hospitals, contractors, police, medical and other support teams.

Telephone Response to the Media is designed to increase the expertise and confidence of Media Response Team members when taking calls from the media.

Delegates will gain a sound understanding of the role of the media. They'll receive telephone response training and learn how to handle numerous types of calls and manage information.

Understanding the various roles within the team is another important element of the course and they will learn to differentiate between the needs of different media forms'.

Both programmes are tailored to your organisation's information management processes. The scenarios used will be customised to the risks and communication processes that are specific to your business. Both courses can be taken in-house.

For more information please contact us.



Specialists in risk management for over 25 years