



# TRAINING SUMMARY

**RSMac Consulting Inc.**  
4145 North Service Road  
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COURSE NAME Handling Threatening Calls LENGTH 45 mins

COST \$39.99 LANGUAGE English

## DESCRIPTION

### Learn how to handle a threatening Call

A threatening call such as a bomb threat is frightening for the person answering the phone and disabling for the business or school that receives it. Learn what to expect, get guidelines for how to respond and learn techniques for communicating with the caller.

## LEARNED TOPICS/OBJECTIVES

- Why people make threatening calls.
- How to be prepared for it.
- What to expect when you answer such a call.
- Communication techniques.
- How to de-escalate the situation.
- What to do to help law enforcement.

## FEATURES

Handling Threatening Calls Online course uses a variety of learning tools and resources that allow students/users to get a real feel for the methods. These tools include:

- Detailed real world examples
- Interface allows students to easily navigate the material
- Ability to take the course at your own pace
- Print your own certificate of completion
- A final quiz to check learning

*Discounted pricing starts at 3 or more courses. Pricing available for individuals or companies. Contact RSMac Consulting Inc's Learning Centre team directly at [training@rsmac.ca](mailto:training@rsmac.ca) for a quote on volume discounts.*