

Answering Tough Calls



Brand: Heartbeat Academy
Product Code: 24

Price: \$19.95

Short Description

This training will walk through the first few minutes of a difficult call from an abortion minded or abortion determined caller. This training covers the very first questions a caller may ask about abortion and the services you provide, as well as covers active listening skills, and handling abortion determined callers.

This training should take approximately one (1) hour to complete. A copy of Heartbeat International's Talking About Abortion Manual is not required, but may be useful as it will cover additional information useful for sharing with these caller.

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Course published in 2020