Course syllabus

RESPONSIBLE GAMBLING FOR CUSTOMER SERVICES

Course goals

- To provide knowledge and tools to facilitate constructive and efficient customer communication.
- To create an in-depth understanding of signs that may indicate problem gambling and to provide the knowledge and tools needed to act correctly on such signs.

Student learning outcomes

- Students will have the knowledge and tools to hold effective and constructive customer conversations.
- Students will have the knowledge and tools to deal with agitated customers.
- Students will have strategies for managing their own emotions after difficult conversations.
- Students will have basic knowledge and tools to deal with situations where customers express threats of self-harm or suicide.
- Students will be able to recognize signs of problem gambling and have the knowledge and tools to respond correctly to such signs.
- Students will be able to recognize common myths and misconceptions about gambling and have the knowledge and tools to counter them.

Assessment

Integrated quizzes ensure learner retention. Students will need to answer all questions correctly in order to pass and move on to the next part of the course. **Gaming scenarios** provide hands-on training in handling difficult conversations. **Pre and post evaluation questions** allow organisations to measure the effects of the training.

Central topics

PART 1: Conversation technique and dealing with people

- Basic conversation techniques
- Conversation techniques to deal with agitated customers
- Setting boundaries and responding to threats
- Dealing with threats of self-harm and suicide
- Strategies after difficult conversations

PART 2: Help customers make safe choices

- Recognize and act on common myths about gambling
- Recognize and act on signs of problem gambling