

Interactions Masterclass

Through a lived experience lens, this eLearning course aims to improve your understanding of gambling behaviours and gambling harm to further enhance how you interact with your customers.

You will learn first-hand from those who are in recovery, who will share their experiences of how their gambling addiction manifested and developed, giving you insight into the importance of safer gambling and the prevention of gambling harm.

This course will provide practical techniques to help you further develop your communication skills to not only enhance your overall customer service skills, but to feel further prepared when handling challenging interactions.

Learning Objectives:

- Deepen your understanding of gambling behaviours and gambling harm
- Enhance your confidence in detecting and identifying gambling harm
- Improve ways in which you effectively engage with customers to both prevent and minimise gambling harm

Duration:

- 45-60 minutes

