

HELPLINE SPECIALIST TRAINING SCHEDULE

89th Training Class – SPRING 2017

WEEKEND Class (Fri 6-8:30 & Sat 10-3)

(class time as listed unless noted otherwise on schedule)

Registration Deadline: FRIDAY, February 24, 2017

LUNCH ON SITE: You provide your bag lunch. We provide beverages.
 Scheduling restraints do not allow time off premises to buy or have lunch.

Training Goals:

- ◆ Develop a RELATIONSHIP
- ◆ Use OPEN-ENDED QUESTIONS
- ◆ Focus on EMOTIONAL CONTENT (feelings)
- ◆ Demonstrate a NON-JUDGMENTAL attitude

Training focuses on active listening, crisis skills, self awareness and has computer components.

Daylight Savings Time begins March 12. Spring begins March 20.

DATE	TIME	SESSION
WED – MAR 1	6–8 PM (2 hrs)	Orientation/Interview (<i>manuals</i>)
FRI – MAR 3	6–8:30 PM	Values Clarification
SAT – MAR 4	10 AM–12:30 PM	Preparing to Listen
	1–3 PM	Community Resources
<i>Mar 5 – Apr 4 (three 4-hr shifts)</i>	<i>Phone Room Apprenticeship/Supervision See Sec 1 of Training Manual</i>	
FRI – MAR 17	6–8:30 PM	Crisis/Suicide
SAT – MAR 18	10 AM–12:30 PM	Depression, Loss and Mental Illness
	1– 3 PM	Addictive/Compulsive Behavior Chronic/Difficult Callers
FRI – MAR 31	6–8:30 PM	Protocols and Procedures
SAT – APR 1	10 AM– 12:30 PM	Abusive Situations
	1– 3 PM	Skill Wrap-up
WED – APR 5	Evening by Appt (2 hrs)	Final Review (Interview with MHP)
OCT 2017	TBA	Commissioning Ceremony (<i>family and friends welcome</i>)

Please Note: An optional Skill Building Session may be offered.

IMPORTANT

Due to the preparation necessary to volunteer on CONTACT's Helplines, it is required that volunteers be on time and present for each session in its entirety.

Thank you for your cooperation!