

HELPLINE SPECIALIST TRAINING SCHEDULE

90th Training Class – FALL 2017

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

(class time as listed unless noted otherwise on schedule)

Registration Deadline: WEDNESDAY – OCTOBER 6, 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:

Support those who seek our help by respecting his/her values, establishing connection through an empathetic, non-judgmental attitude, focusing on emotional content and exploring possible options and available resources.

Training emphasizes active listening, crisis skills, self-awareness, protocols and has computer components.

Volunteer must be able to demonstrate basic active listening skills to become a CONTACT Helpline Specialist.

Successful completion of training and final review process is required for acceptance to Helplines.

DATE	TIME	SESSION
WED – OCT 11	6–8:30 PM	Orientation/Interview (<i>manuals</i>)
FRI – OCT 13	6–8:30 PM	Values Clarification
SAT – OCT 14	10 AM–12:30 PM	Preparing to Listen
	1–3:30 PM	Community Resources
<i>Oct 15 – Nov 7 (three 4-hr shifts)</i>	<i>Phone Room Apprenticeship/Supervision See Sec 1 of Training Manual</i>	
FRI – OCT 27	6–8:30 PM	Crisis Intervention/Suicide
SAT – OCT 28	10 AM–12:30 PM	Abusive Situations
	1– 3:30 PM	Addictive and Compulsive Behavior Chronic Callers
FRI – NOV 3	6–8:30 PM	Protocols and Procedures
SAT – NOV 4	10 AM– 12:30 PM	Depression, Loss and Mental Illness
	1– 3:30 PM	Skill Wrap-up/Apprenticeship
WED – NOV 8	Evening by Appt (2 hrs)	Final Review (<i>Interview with with MHP</i>)
OCT 2018	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 for crisis helpline service, it is required that volunteers be on time and present for every session in its entirety. No electronics are permitted during class time.

Thank you for your cooperation!