



TRAINING SCHEDULE

October 2017

All classes: 6p.m. to 9p.m.

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| Mon. Oct 16 | Orientation/Helping by Listening
Commitment and Expectations
Introduction to Basic Active Listening Skills |
| Mon. Oct 23 | Active Listening/Identifying Feelings
Skill Building
Presentation: Mental Health "Being There"
Mental Health Assn. of Southwestern New Jersey |
| Wed. Oct 25 | Dealing with Difficulty
Handling calls from people in crisis
Presentation: Difficult Calls
Theresa Tobey, Executive Director, CONTACT |
| Mon Oct 30 | Skill Building Session/CONTACT Programs
How to Handle Sexual Assault Calls and
KidsLine Calls |
| Wed Nov 1 | Teen Issues
How to Identify and How to Help
Presentation: Substance Abuse
Prevention Plus of Burlington County, Inc. |
| * Wed. Nov. 9 | Phoneroom Orientation and Final Review
Learning Phoneroom operation and procedures
and how to access Information and Referral
Database |

*A final review will be administered to each trainee to assess listening skills and appropriateness.

Training Location: 214 W. Second Street, Moorestown, NJ 08057
Contact: Sandi Capano, TeenLine Program Director
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