

## HELPLINE SPECIALIST TRAINING SCHEDULE

91st Training Class – WINTER 2018

### WEEKDAY CLASS

(See schedule below for class days and times. Schedule is subject to change.)

**Registration Deadline (Application & Training Fee):**

**FRI – JAN 12, 2018**

LUNCH ON SITE: Bring your brown bag lunch!  
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 – JAN 17	12:30–3:00 PM	Orientation/Interview ( <i>manuals</i> )
MON – JAN 22	12:30–3:00 PM	Values Clarification
TUE – JAN 23	10 AM–12:30 PM	Preparing to Listen
	1–3:30 PM	Community Resources
<i>Jan 28 – Feb 17 (three 4-hr shifts)</i>	<i>Phone Room Apprenticeship – See Training Manual Sec 1 for details (one 4-hr shift per week over three week period)</i>	
MON – JAN 29	12:30–3:00 PM	Crisis Intervention/Suicide
TUE – JAN 30	10 AM–12:30 PM	Abusive Situations
	1– 3:30 PM	Addictive and Compulsive Behavior Chronic Callers
MON – FEB 12	12:30–3:00 PM	Protocols and Procedures
TUE – FEB 13	10 AM– 12:30 PM	Depression, Loss and Mental Illness
	1– 3:30 PM	Skill Wrap-up/Apprenticeship
WED – FEB 21	<b>Evening</b> (by Appt-2 hrs)	Final Review ( <i>Interview with with MHP</i> )
OCT 6, 2018	9-11 AM Brunch	Volunteer Recognition/Commissioning ( <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!**