

**HELPLINE SPECIALIST TRAINING SCHEDULE**

**95th Training Class – FALL 2020**

**WEEKDAY CLASS**

*(Class time as listed unless noted otherwise. Schedule is subject to change.)*

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

**MONDAY, NOVEMBER 9, 2020**

**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, and 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.

**THIS IS A VIRTUAL TRAINING CLASS**

**PLEASE USE A DESKTOP, LAPTOP OR TABLET**

DATE	TIME	SESSION
<b>NOV 5-10</b> <i>(by appt.)</i>	10AM – 3PM (M – F)	Pick Up Training Manuals
<b>WED – NOV 11</b>	1:00PM – 3:00 PM	Orientation/Interview
<b>MON – NOV 16</b>	10:00AM - NOON	Values Clarification
<b>WED – NOV 18</b>	10:00AM - NOON	Preparing to Listen
	1:00PM – 3:00PM	Community Resources
<i>NOV 19 – DEC 8 (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> <b>Apprenticeship done on-site in phonerom</b>	
<b>MON – NOV 23</b>	10:00AM - NOON	Crisis Intervention/Suicide/Disaster
<b>MON – NOV 30</b>	10:00AM - NOON	Protocols and Procedures
<b>WED – DEC 2</b>	10:00AM - NOON	Depression, Loss and Mental Illness
	1:00PM – 3:00PM	Addictive and Compulsive Behavior Chronic Callers
<b>MON – DEC 7</b>	10:00AM - NOON	Interpersonal Violence/LGBTQI+
	1:00PM – 3:00PM	Skill Wrap-up/Apprenticeship
<b>WED-DEC 9 OR FRI-DEC 11</b>	<b>Daytime</b> (by Appt-2 hrs)	Final Review <i>(Interview with with MHP)</i>
<b>Wrap Up</b>	Roundtable session	Date/time/location to be determined

**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. To insure the best training experience for all, please be in a quiet area free of distractions and peripheral devices. Thank you for your cooperation!**