

DESCRIPTIONS OF CRISIS LINE TRAINING MODULES

Session 1: Dealing with Difference (3 hours): This session is designed to help raise trainee's awareness of issues related to dealing with diverse populations. Trainees learn about their own communication style and how it may differ from others'. Upon completion of this training, trainees should be able to:

- Identify four communication styles
- Identify their own communication styles and two strategies to communicate with people with difference styles
- Identify three benefits to knowing their personal biases and two strategies for overcoming them
- Incorporate knowledge of communication styles to adapt to the needs of callers
- Recognize the impact "difference" plays in effective communication
- Recognize when they are having trouble communicating and adapting, rather than projecting onto the caller
- Recognize ambiguity and the role that it plays in learning
- Have some insight into their own blind spots

Session 2: Communications Skills (6 hours): This session teaches trainees basic and advanced communication skills. Trainees learn how to quickly establish rapport using communication skills such as empathy, active listening, paraphrasing, feelings reflection, and validation. Upon completion of this training, trainees should be able to:

- Quickly establish rapport
- Communicate acceptance
- Identify issues/feelings

Session 3: Crisis Intervention (3 hours): This session provides an overview of callers in crisis and strategies for appropriately responding to them. It explains how to process a crisis call from beginning to end, with emphasis on teaching trainees to focus, direct, and terminate a crisis call. Other types of calls that will be reviewed include, angry or difficult callers, sexual callers, and regular callers. Upon completion of this training, trainees should be able to:

- Address desired attitudes, knowledge, and skills
- Identify the three components of a crisis calls
- Identify two goals of crisis intervention
- Describe at least three methods for diffusing common "traps"
- Respond appropriately to challenging callers

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Session 4: Relationship Abuse (3 hours): This session teaches about Crisis Clinic's domestic violence, sexual assault, child abuse, and elder abuse protocols. It explores personal and cultural attitudes about relationship abuse, as well as myths. Types and definitions of different forms of abuse are explained. The characterization of victims/survivors of domestic violence and batterers is discussed. Empathy towards callers is emphasized. Upon completion of this training, trainees should be able to:

- Identify forms of relationship abuse, including domestic violence, sexual assault, child abuse, and elder abuse
- Respond to callers with empathy, information, and referrals
- Know one's own beliefs about relationship abuse
- Practice Crisis Line skills associated with relationship abuse protocols

Session 5: Mental Health (6 hours): This session familiarizes trainees with the mental health system and services. This training teaches trainees to differentiate between acutely mentally ill callers, chronically mentally ill callers, and severely disturbed callers. This training will also familiarize trainees with services in King County for the mentally ill. Upon completion of this training, trainees should be able to:

- Identify County Designated Mental Health Professionals' role in the mental health system
- Describe two ways to identify regular Crisis Line callers
- Describe at least two ways to interrupt a caller and limit information presented in order to assess caller's current needs
- Describe at least three questions to ask in order to determine the safety of a caller
- Describe the importance of helping a caller to structure their day

Session 6: Grief and Loss (3 hours): This session is designed to raise awareness of the grief and loss components that can be found in almost every Crisis Line call. It provides new phone interventionists the opportunity to identify and explore personal feelings they may have regarding issues of grief and loss, and encourages self-awareness and the use of clear communication about grief and loss with callers. Upon completion of this training, trainees should be able to:

- Examine personal beliefs associated with death and other losses
- Describe two theorists' views on how people grieve
- Respond with understanding to various manifestations of grief
- Appreciate how others' losses impact the Crisis Line phone worker and how to practice appropriate self-care

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Session 7: Suicide (6 hours): In this session, trainees will explore personal and cultural attitudes towards suicide and explore commonalities of people contemplating suicide. Risk factors, statistics, indicators, and stressors will be discussed. Trainees will learn to effective intervention techniques to use with a caller who is contemplating suicide. Upon completion of this training, trainees should be able to:

- Identify at least five suicide potentiality indicators
- Identify at least three questions used to assess the lethality of a caller.
- Describe the protocols involving a supervisor in a suicide related call
- Describe at least three effective suicide interventions

Session 8: Chemical Dependency (3 hours): The purpose of this session is to address issues related to talking with someone who is intoxicated, to explain the effects of certain substances, and to familiarize trainees with many of the types of problems or behaviors that could indicate an alcohol and/or drug problem. Trainees will also learn Crisis Clinic's protocols regarding substance use calls, and practice skills for managing calls with chemical dependency content. Upon completion of this training, trainees should be able to:

- Recognize substance abuse and dependency warning signs
- Understand denial, co-dependency and imbalanced family systems
- Know referral processes for assessment and treatment
- Possess a toolbox of basic skills for managing these types of calls

Session 9: Logging (3 hours): In this session, trainees will learn how to log calls in Crisis Clinic's computer database, Resource House. Trainees will also be introduced to Crisis Clinic's Disability Program, and Crisis Clinic's Caregiver Program. Trainees will also learn to use an assessment tool as part of the referral process. By the end of this session, trainees will be able to:

- Identify and understand the different sections of Resource House
- Identify the key pieces of demographic information required for funding purposes
- Log simulated calls at the end of the session
- Understand Crisis Clinic's Disability Specialist Program
- Know when and how to make a referral to the Disability Specialist
- Understand Crisis Clinic's Caregiver Program
- Identify when caregivers are on the line
- Know when and how to make a referral to the Caregiver Specialist

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Session 10: Computer Resources (3 hours): The purpose of this training session is to familiarize trainees with the database Crisis Clinic uses for locating resources in King County, Resource House. Upon completion of this session, trainees will be able to:

- Successfully locate resources in Resource House
- Successfully complete a computerized call log

Session 11: Simulated Phone Room Training (4 hours): The purpose of this session is to provide new volunteers with an opportunity to practice using the techniques and information they have learned over the entire training process. This is not a pass or fail type of training module, rather, it is a chance for new phone workers to experience what it is like to work in the real phone room, to respond to a variety of calls, to work with a supervisor, and to fill out electronic log sheets. Upon completion of this training, trainees should be able to:

- Demonstrate telephone skills, knowledge and attitudes learned in training program
- Demonstrate knowledge about program protocols
- Experience the entire process of a call (beginning, middle, and end)
- Demonstrate ability to communicate with a caller, take instruction from a supervisor, utilize resources, and utilize problem-solving skills