



Manning a Telephone Crisis Line Volunteer Training Program

**By
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This workshop is designed to train volunteers and professionals who manage Crisis Lines for Human Services.

The following is an outline of the course contents. The objectives of the course are self evident from the course outline.

Course Outline

- **What constitutes a Crisis?**
- **Who calls Crisis Lines?**
- **Types of Crises?**
- **Dynamics of Crises**
- **Some Common Reactions to Trauma**
- **Why do you want to be a Crisis Line Operator?**
- **The Process of Crisis Intervention**
- **Managing Calls**
- **Effective Approaches in Crisis Management**

Course Outline ... 2

- **Active Listening**
- **Recognizing your Emotional Reactions**
- **Empathizing**
- **Unconditional Positive Regard**
- **Genuineness**
- **Respect**
- **Identification of Problems – Priorization**
- **Risk Assessment and Management**
- **Available Alternatives Internal and External Resources**
- **Referrals and Follow-up**

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