

HATE CRIME HELPLINE - Basic Training 2003

Welcome to the Hate Crime Helpline Basic Training which we will be doing together in March 2003 at Fife Men Project, Kirkcaldy.

I say *doing together*, as I hope to work with each of you as part of an on-going design team for this training, as well as taking you through ways in which you can do yourself well in this work of telephone and face to face relationship with users of the new service.

Please wear comfortable clothing for this work as we may be moving around a bit.

We will be starting at 10.00 am with coffee and teas available from 9.30 am. I plan to have us end each session by 4.00 pm.

PRE-COURSE THOUGHTS AND EXPLORATIONS:

- I am enclosing some definitions of *congruence* and *empathy* relating to the research done by Irene Fairhurst whose findings are also enclosed. We will be looking at these blocks to empathy as part of the training process, and I would appreciate it if you could look through the list and identify any/some of the blocks that you recognise in yourself.
- I will also be sending you a booklet: *Telephone Helplines – Guidelines for Good Practice* which makes interesting reading, and probably some useful points for discussion and exploration.
- I am keen to have you use your own material in this training, rather than using case studies. The design is that each of you will have an opportunity to be a caller and an opportunity to be a helpliner.
- When you are a listener/helpliner, you will be using yourself.
- When you are a caller, you will be taking the role of someone else. I suggest that you prepare a situation based on some other people's experience of hate crime.
- I am looking forward to working with you on this project.