

HATE CRIME HELPLINE TRAINING - Day 1

- 10.0 Alec's introduction
 Greetings and Trainer introduction
 The Day : Lunch 12.30 - 1.30? Breaks if you need them
 PCT - language and theory
 Collaborative training workshop/design
 Philosophy -
 Balance - Skills and Self as instrument
 Invisible-ness and "joining the dots"
 All intelligences
 MODEL : CIRCLES - Caller/Helper/Problem
 Ways of Relating/being in RELATIONSHIP
- 10.30 Introduce yourself as a COLOUR, making sure that we
 know how you *experience* that colour - feelings, intensity,
 sensations, texture, memories, etc.
- 11.00 CREATE YOUR IMAGE OF WHAT YOU BRING TO
 THE HELPLINE [Journal and Sharing]
- 11.30 HOPES AND FEARS
 COMPETENCES/VALUES/GIFTS
- 12.30 Lunch
- 1.30 APPRECIATIVE APPROACH:
 TELL STORIES of a call/a help situation where you did
 well/felt comfortable with yourself & outcome
 [Pairs]
 What was good about it? [Plenary]
- 2.30 TELEPHONE LISTENING SKILLS
 WORDS 7% - MUSIC 38% - DANCE 55% [Mehrabian]
- 3.15 PRACTICE

**3.45 Learnings/Application
Keep/Throw out**

4.00 Close