

HATE CRIME HELPLINE TRAINING - Day 2

**10.00 Introduction - Warm up - Landscape
Design for the day**

**10.30 CONGRUENT EMPATHY - Meaning
CONGRUENCE - Flow of internal experience
EMPATHY - Process which is:**

- expressed and understood/or not understood
- conscious/unconscious
- Intention and Impact
- experience of self
- perception of other - DIVERSITY ISSUES

**11.30 BLOCKS TO EMPATHIC UNDERSTANDING -
Impact of : 270 - Inner/Outer
Self/Other
Temp/Permanent
Discoveries/Surprises**

Pairs on 2/3 Personal blocks/Prejudices - 15 mins each

**Plenary - Perceived 'DIFFICULT CALLER' [abusive,
individual issues, organisational issues, repeat caller, etc]**

12.30 Lunch

1.30 BOUNDARIES / SELF CARE/PROTECTION

- Personal/Organisational
- Confidentiality

SUPERVISION/SUPPORT/DEVELOPMENT

- partners/team
- immediate/informal
- regular/formal

[Use of whole person - COUNCIL CHIEFS]

2.30 APPRECIATIVE APPROACH: String thing / mind power

**3.30 FEED-BACK - Learnings/Application
Keep/Throw out**

4.00

Close