

# HATE CRIME HELPLINE TRAINING - Day 3

10.0            **The Day - THE CALL + Tony Fitzpatrick + PRACTICE  
Trees - Humanitrees**

10.30          **THE CALL - 3 - 2 - 1  
- the book Stages - for ref in future**

**STAGE 1: Establishing Relationship/Trust  
Give details of self and service  
Collect details if appropriate**

**STAGE 2: Exploring Content and Context of the Call  
The Story  
[Words & Music + unspoken words]**

11.0            **TONY FITZPATRICK**

**STAGE 3: Clarifying main/underlying issues  
Note taking/keeping**

**STAGE 4: Helping Caller Identify Next Step  
Advice and Information  
Action - Reporting:  
- where caller wants to give name  
- where caller prefers to withhold name**

**STAGE 5: Ending - Summarize:  
- issue  
- action  
- caller's next step**

12.30            **Lunch**

1.30            **PRACTICE**

3.30            **Learnings/Application  
Keep/Throw out**

3.45            **Humanitrees/Communitrees/Societrees**

**4.00**

**Close**