

HATE CRIME HELPLINE TRAINING - Day 3

Learnings and Applications:

Understanding of difficult callers
Empowerment of shared ideas
Shared core values with law enforcement agencies
Need to develop "Action Flow Chart" for Helpliners
Role of Co-ordinator needs more thought
Need to have a volunteer "Get-together" - later in year
Constant, evolving human - One!
Openness and honesty
Co-ordinator and supervisor to be clarified

Training Programme:

KEEP Openness and honesty integral
Clarity of purpose
Hold onto peer support
Develop Reflective Skills
Ability to Listen – Hear and Respond
Content and context of call
3 - 2 - 1 Call
Everything

CHANGE Introduce Police form/pro forms on Third Day with Tony
Need to have a rolling training plan –
For Volunteers [Active]
For Volunteers [Passive]
For Volunteers [New]
More pro-active Helpline Skills

REMEMBER YOUR *Humanitrees*
Communitrees
Societrees