Helplines Partnership

Training Course
Brochure 2024

www.helplines.org/training

Contents

Training Types

	Open Training	In-house Training
Available In-Person at a location of your choosing		✓
Available Virtually via Zoom	✓	✓
Learn alongside other organisations	✓	
Training Materials tailored to your organisation		✓
No. of Delegates	up to 16 on a session	5 - 16 delegates

CPD Accredited

Many of our courses carry CPD certification

Receive a CPD Certificate upon completion

Accrue CPD Hours

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Bespoke Training

We can also develop and deliver specialist helpline training courses tailored to your needs, combining different aspects of our existing training programmes.

Level 1: Essential Helpline Skills

Learning Outcomes:

- Understand what a helpline is and how they help service users

- Understand the structure of a call

- Understand how a caller's circumstances can make both access and communication difficult

- Know what is meant by active listening skills

- Recognise how to use questions effectively during the call

- Define the skill of reflecting back and paraphrasing

- Consider best practice when providing information

- Employ appropriate skills to end different types of calls

- Understand how to look after yourself after a call

We provide three-stage training courses aimed at helpline workers. The programme enables participants to develop the skills and understanding needed to respond to the needs and challenges of the people who contact your service. All courses explore the importance of using reflective practice and effective self-care strategies to manage delegates' own wellbeing and how they can build on their personal and professional resilience.

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We encourage those who are new to helpline and/or telephone support services to attend our Level 1 training. The course will introduce them to the key skills required when working within a frontline support setting.

Level 2: Developing Helpline Skills

Learning Outcomes:

- Explore the definition of a challenging call and how it relates to your helpline

- Understand how personal and professional beliefs and boundaries can impact on your work

- Identify the likely outcomes of different approaches to contacts

- Understand how positive language can impact on the call

- Understand the difference between sympathy and empathy

- Define the core skills to convey empathy

- Identify strategies that address the impact of challenging contacts

Excellent facilitation - a great mix of group activities and whole group learning which made the session interactive and engaging ... Particularly enjoyed group discussions around how to handle more challenging calls and reframing the language we use. - **A Knox, Ovacome**

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Our Level 2 and Level 3 courses are more suited to those with six months + helpline experience. In these sessions, you will benefit from having previous experiences to reflect on to help you develop your techniques.

Level 3: Advanced Helpline Skills

Learning Outcomes:

○ Demonstrate key skills to respond effectively to a distressed caller and explore how to respond to an angry caller

○ Define an abusive caller and understand how to respond effectively

○ Explore the use of positive assertive language in responding to calls

○ Identify skills and techniques for responding to callers with differing needs

○ Distinguish between regular and repeat callers

○ Explore when and how to set up a caller care plan

○ Understand when and how to respond to safeguarding concerns

○ Understand how to respond to someone with suicidal thoughts

○ Identify strategies that address the impact of challenging callers

Helpline Skills Packages

Receive a 10% discount when booking the following courses together:

○ Level 1, 2 and 3

○ Level 1 and 2

○ Level 2 and 3

Vicarious Trauma

Learning Outcomes:

○ Explore and understand the process of vicarious trauma

○ Explore the meaning of a complex call in your service and understand the impact complexity has on risk factors

○ Recognise and identify the key risk factors to your helpline workers and service

○ Utilise the Professional Quality of Life Measure (ProQOL) for early identification of burnout / vicarious trauma

○ Identify how to manage and reduce the risk of vicarious trauma for yourself and through organisational support

○ Create an action plan for your helpline/service

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*Exceeded my expectations as I went in thinking that I had a good grasp of the issues and was pleasantly surprised with the level of knowledge and detail the Trainer provided. I came out with some new coping mechanisms to try out - **Ryan, Citizens Advice Bureau***

Workplace Wellbeing

Learning Outcomes:

◎ Explore the importance of Wellbeing in work and the risks without it

◎ Become aware of and challenge Automatic Thoughts

◎ Explore grounding and breathing techniques

◎ Harness positive thinking using the G.L.A.D. technique

◎ Help to reduce anxiety using the Emotional Freedom technique

◎ Learn techniques for processing challenging experiences

◎ Explore how you can build a supportive culture in the workplace

Self-Care Skills Package

Our Vicarious Trauma and Workplace Wellbeing courses have been developed together to support you on your wellbeing journey.

Benefit from a 10% discount when booked together

Responding to Suicidal Callers

Learning Outcomes:

○ Explore attitudes to suicide, including barriers to communication

○ Look at context and statistics of suicide

○ Recognise who is at risk from suicide and potential signs

○ Examine current suicide response models and their pathways

○ Introduce basic skills and suicide response pathway and techniques in responding

○ Practise conversations on voice/chat channels that recognise invitations to talk about suicide

○ Develop/review policies relating to callers at risk of suicide

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A really good mix of educational resources, statistics, activities and opportunities to engage with the content. I feel this course is absolutely vital as the knowledge gained may help to spot warning signs and/or offer the right level of support for both our clients, colleagues and those in our private lives.
- A Johnson, Dogs Trust

Safeguarding for Helplines

Learning Outcomes:

○ Understand the terms Safeguarding and Abuse: adults and children

○ Identify how our own values and beliefs can influence safeguarding

○ Describe the categories, signs and indicators of abuse

○ Understand risk management and assessment in safeguarding

○ Know how to respond to and when to report safeguarding concerns

○ Identify the importance of the principles for recording personal data

○ Recognise the personal impact when working with risk

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*It was so interesting and has really deepened my understanding of safeguarding, and also given me the confidence in my abilities to spot safeguarding risks and know what to do. **- L. Howorth, Muscular Dystrophy UK***

Managing Repeat Callers

Learning Outcomes:

- Define the difference between repeat and regular callers

- Explore statistics and characteristics

- Explore key attributes and how to identify repeat callers

- Understand the effect of repeat callers on call handlers, services, and organisations

- Consider approaches, including using boundaries, caller care plans and creating a policy

- Consider risk assessment

- Supporting workers after dealing with repeat callers

This was an excellent day of training that was interesting, relevant and engaging. Christian was a brilliant facilitator and very kind and empathetic. I benefited a lot from it and have certainly learned a number of things I can work to implement.

- T. Kumar, Blood Cancer UK

Impact Practice & Measuring Outcomes

Learning Outcomes:

- Understand and clarify key terms of reference in measuring impact and outcomes

- Understand the difference between measuring outcomes and impact for your helpline

- Identify the different types of data collection within a helpline service

- Assess the benefits of quantitative and qualitative data collection methods

- Consider ethics and good practice when measuring outcomes

- Create an action plan for your helpline

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How to capture, record and measure the impact of a helpline service can be a challenge for organisations, yet many funders and commissioners want to see evidence of the impact your service will have on the people who use it. This course will explore impact practice, types of data, data collection, ethics and data sharing. Using case studies and practical exercises, you'll learn how to frame your helpline's impact, capture outcomes, collect and interpret data and create a practical action plan for your organisation.

Working with Volunteers

Learning Outcomes:

○ Have an overview of volunteering process and an understanding of the reasons for managing it

○ Have an overview of volunteering programme/project costs

○ Be aware of the tools used in the volunteer recruitment, termination and retirement processes

○ Identify the role of the Volunteer Manager in training volunteers

○ Learn best practice in monitoring a volunteer programme

○ Show why volunteers stay and equally why they leave

○ Consider how managing volunteers according to agreed policies and procedures mitigates against potential risk

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This course provides vital insights on why people volunteer whilst also exploring who best to manage the volunteers within an organisation. Through practical exercises and exploring best practice, you will learn about the funding, recruitment, and training needed for volunteers; as well as how best to monitor, retain, recognise, reward and retire volunteers. We also work through the risk involved in delivering volunteer programmes.

Digital Helpline Skills

Learning Outcomes:

- Consider current digital trends in relation to your service

- Identify benefits and challenges of responding via live and non-live digital channels

- Define what we mean by the 'textscape' and how this impacts on responding to written communication

- Practise skills in responding via digital channels

- Consider online behaviour theories in a helpline context

- Identify ways to manage confidentiality and promote safety

- Consider your own online engagement and strategies for wellbeing

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Chat AI

As the digital world is continually changing and evolving, we regularly review and update our Digital Helpline Skills course. The course has recently been reviewed, updated and relaunched in summer 2024.

Training Fees

	Member fee	Non-Member fee
Open Training (Virtual) per person	£108	£181
In-house Training (Full Day Virtual)	£1,187	£1,980
In-house Training (Half Day Virtual)	£736	£1,227
In-house Training (Full Day In-Person)	£1,319	£2,200
In-house Training (Half Day In-Person)	£826	£1,377

All fees are +VAT where applicable

Rewards

We also offer rewards off your training fees:

- 10% Open Training Reward
- 10% Member In-house Training Reward
- Member Loyalty Rewards

Find out more and check if you're eligible

Get in Touch

training@helplines.org

07529 222 605

www.helplines.org