



## Call Specialist Training Dates Fast Track Summer 2009

Trainers – Kelly Nutter, Liz Bevers, Tonya Wiley, Amanda Wrede, & Tom Taylor  
*Please contact Angel Brooks if you are unable to attend any training session at 840-9396  
ext 113 or [abrooks@heartlineoklahoma.org](mailto:abrooks@heartlineoklahoma.org)*

### **Saturday, June 6, 2009: 9:00am to 3:30pm**

Introduction to Listening & Communication Skills: 9:00am – 11:15am

Empathy and Call Stages: 11:30am – 1:30pm

Congruence & Blocks to Communication: 1:45pm to 3:30pm

### **Saturday, June 13, 2009: 9:00am to 3:30pm**

Understanding Information & Referral, Follow-Up & Disaster: 9:00am to 11:15am

Understanding Mental Illness & Grief: 11:15am to 1:30pm

Gatekeeper Program, Aging Issues, Young Callers, Advocacy: 1:45pm to 3:30pm

### **Saturday, June 20, 2009: 9:00am to 3:30pm**

Crisis Intervention/Risk Assessment: 9:00am to 11:15am

Self-Care/Setting Boundaries & Limits/Stress: 11:30am to 1:30pm

Abuse & Neglect: 1:45pm to 3:30pm

### **Saturday, June 27, 2009: 9:00am to 3:30pm**

Substance Abuse & Addictions: 9:00am to 11:15pm

Difficult Callers, Sexually Manipulative Callers, Advocacy: 11:30am to 1:30pm

Using IRis: 1:45pm to 3:30pm

### **\*\*\*ASIST Training**

**Saturday, July 11, 9am to 3:30pm AND Sunday, July 12, 9am to 3:30pm**