



**Curriculum Development Worksheet**

Training Name: So, You Want to Answer the Hotline?	Training Level: Introductory
Pre-requisites: Orientation, Signed Agreement Letter, Background Check	
<p>Learning Outcomes:</p> <ol style="list-style-type: none"> <li>1. Identify the 4 primary types of calls received, and describe the appropriate way to respond</li> <li>2. Assess the caller’s needs and complete the Hotline Call Action Sheet</li> <li>3. Role-play common call scenarios and integrate learnings into live calls</li> </ol>	
<p>Training Delivery Methods:</p> <ol style="list-style-type: none"> <li>1. Classroom/On-demand presentation of 4 primary call types modeling good/better/best responses. Discussion of how better/best responses differ.</li> <li>2. Role-play common and uncommon Hotline questions with Hotline Training Team. Group discussion of challenges and Successes. (peer learning)</li> <li>3. On the job training – volunteer shadows experienced Hotline Volunteer (Senior or Shift Leader) and is shadowed by Hotline Training Team.</li> </ol>	
Training Team Members/SMEs: Hotline Training Team, Senior Hotline Volunteer, Hotline Shift Leader	<p>Internal/External Resources: Everything You Need to Know Hotline Binder, Managing Compassion Fatigue article (CompassionFatigue.org), Hotline Training Team</p>
<p>Formal/Informal Testing: Post training quiz on 4 primary call types testing knowledge of types and appropriate response. At least 2 shadowed shifts. Independent status to be determined by Hotline Training Team. 2-4 “secret shopper” calls to be conducted during the volunteer’s first month – evaluation to be done by Hotline Training Team.</p>	
<p>Timeline &amp; Process for Evaluating Retention: One-month check-in/review done by Hotline Training Team and Hotline Shift Leader. 3 Month Skills Test – successful completion qualifies for regular Hotline Volunteer status.</p>	