## Curriculum Development Worksheet

<table>
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<tr>
<th>Training Name: So, You Want to Answer the Hotline?</th>
<th>Training Level: Introductory</th>
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<td>Pre-requisites: Orientation, Signed Agreement Letter, Background Check</td>
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### Learning Outcomes:
1. Identify the 4 primary types of calls received, and describe the appropriate way to respond
2. Assess the caller’s needs and complete the Hotline Call Action Sheet
3. Role-play common call scenarios and integrate learnings into live calls

### Training Delivery Methods:
2. Role-play common and uncommon Hotline questions with Hotline Training Team. Group discussion of challenges and Successes. (peer learning)
3. On the job training – volunteer shadows experienced Hotline Volunteer (Senior or Shift Leader) and is shadowed by Hotline Training Team.

### Training Team Members/SMEs:
- Hotline Training Team,
- Senior Hotline Volunteer,
- Hotline Shift Leader

### Internal/External Resources:
- Everything You Need to Know
- Hotline Binder,
- Managing Compassion Fatigue article (CompassionFatigue.org),
- Hotline Training Team

### 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.

### Timeline & 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.