CORE CONTENT

For all crisis helpline specialists, training is required that includes the core contents listed below:

- The mission, vision and purpose of the organization
- Organization and helpline program policies and procedures
- Crisis intervention
- Empathy, active listening and communication skills
- Good contact techniques
- Collaborative problem solving
- Grief and loss
- Isolation and loneliness
- Suicide awareness, intervention and safety planning
- Mental illness, including symptoms and treatment
- Trauma informed care
- Boundary setting and providing support to familiar individuals
- Addiction and substance use
- Interpersonal violence and human trafficking
- Child and dependent adult abuse and neglect
- Disaster management and mass violence
- Specific populations, including veterans, LGBTQIA and youth
- Cultural awareness
- Self-harm
- Community resources
- Self-care