

# Training Program Structure at OneLife Helpline by Pause for Perspective

**Timeline: 2020-2021**

**Fellow-Project Lead: D.Srivalli**

## 1. Program Objectives and Goals

- **Objectives:** Enhance volunteers' skills in empathy, mindfulness, and effective communication to better support callers.
- **Goals:** Improve volunteer emotional regulation, reduce burnout, and increase caller satisfaction and empowerment.

## 2. Training Schedule and Agenda

- **Day 1: Introduction and Principles**
  - Overview of Training Goals and Compassion-Based Model
  - Narrative Therapy Principles
- **Day 2: Mindfulness Practices**
  - Grounding Techniques and Deep Breathing Exercises
  - Embodied Awareness and Self-Regulation
- **Day 3: Advanced Techniques and Application**
  - Addressing Helplessness and Encouraging Agency
  - Role-Playing and Real-Life Case Discussions
- **Day 4: Managing Emotional Taxation and Ongoing Support**
  - Preventing Emotional Attachment
  - Feedback Sessions and Continuous Support

## 3. Methodology

- **Interactive Discussions:** Facilitating open discussions to explore principles and share experiences.
- **Experiential Learning:** Using practical exercises like grounding techniques and mindfulness practices.
- **Role-Playing:** Simulated call scenarios to practice skills and receive feedback.

## 4. Participant Demographics

- Volunteers from diverse backgrounds, including mental health professionals, students, and community members with varying levels of experience in helpline support.

## 5. Training Materials

- Handouts on mindfulness techniques, narrative therapy, and compassion-based approaches.
- Manuals for grounding exercises and emotional regulation.

- Recommended readings on mindfulness and social justice.

## 6. Evaluation Metrics

- **Pre- and Post-Training Assessments:** Evaluating volunteers' skills and confidence levels before and after the training.
- **Surveys:** Collecting feedback on training effectiveness and areas for improvement.
- **Call Monitoring:** Assessing volunteer performance through call reviews.

## 7. Success Stories and Case Studies

- **Case Study 1:** A volunteer successfully used mindfulness techniques to help a caller manage anxiety, resulting in a significant reduction in distress.
- **Case Study 2:** Implementation of narrative therapy principles led to a caller feeling more empowered and capable of handling their situation.

## 8. Challenges and Lessons Learned

- **Challenges:** Some volunteers initially struggled with adopting mindfulness practices.
- **Lessons Learned:** Providing continuous support and follow-up sessions helps reinforce training concepts and address challenges.

## 9. Recommendations for Future Training

- Incorporate more advanced mindfulness techniques and provide additional resources on managing emotional taxation.
- Increase focus on practical application through more role-playing exercises and real-life case discussions.

## 10. Appendices

- **Appendix A:** Detailed feedback forms from volunteers and callers.
- **Appendix B:** Pre- and post-training assessment results.
- **Appendix C:** Training materials and handouts.
- **Appendix D:** Summary of survey results.

### Volunteer Feedback:

- **Enhanced Listening Skills:** Significant improvement in empathetic listening and validation of callers' experiences.
- **Improved Emotional Regulation:** Mindfulness techniques helped manage stress and maintain calmness during calls.
- **Increased Sense of Agency:** Volunteers felt more empowered to handle difficult calls and guide callers towards solutions.
- **Effective Stress Management:** Positive impact on managing emotional load and preventing burnout.

- **Positive Caller Interactions:** Improved caller satisfaction with many expressing they felt better understood and supported.
- **Ongoing Support:** Continuous support and regular check-ins were highly valued, boosting volunteers' confidence and performance.

#### **Caller Feedback:**

- **Increased Sense of Being Heard:** Callers reported feeling truly heard and understood.
- **Reduction in Distress:** Significant reduction in distress levels after calls.
- **Positive Impact on Mental Health:** Improved mental health attributed to mindfulness techniques.
- **Empowerment and Agency:** Callers felt more empowered and capable of handling their situations.
- **Continued Support:** Appreciation for ongoing support and follow-up.