

What to Do When the Phone Rings?

TERRI BAXTER



What do you do when the Phone Rings?

Who is calling?

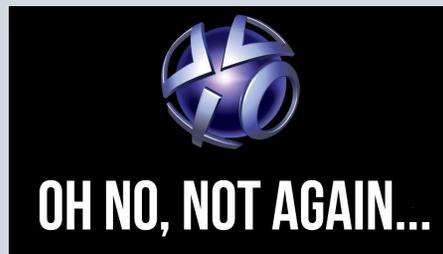
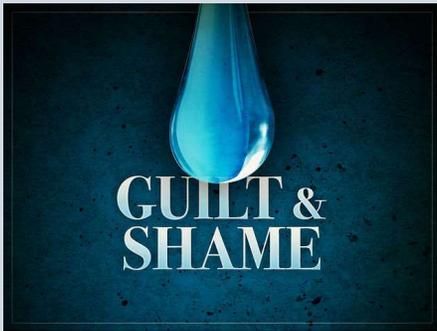


Who is answering?



How do you get them in the door?

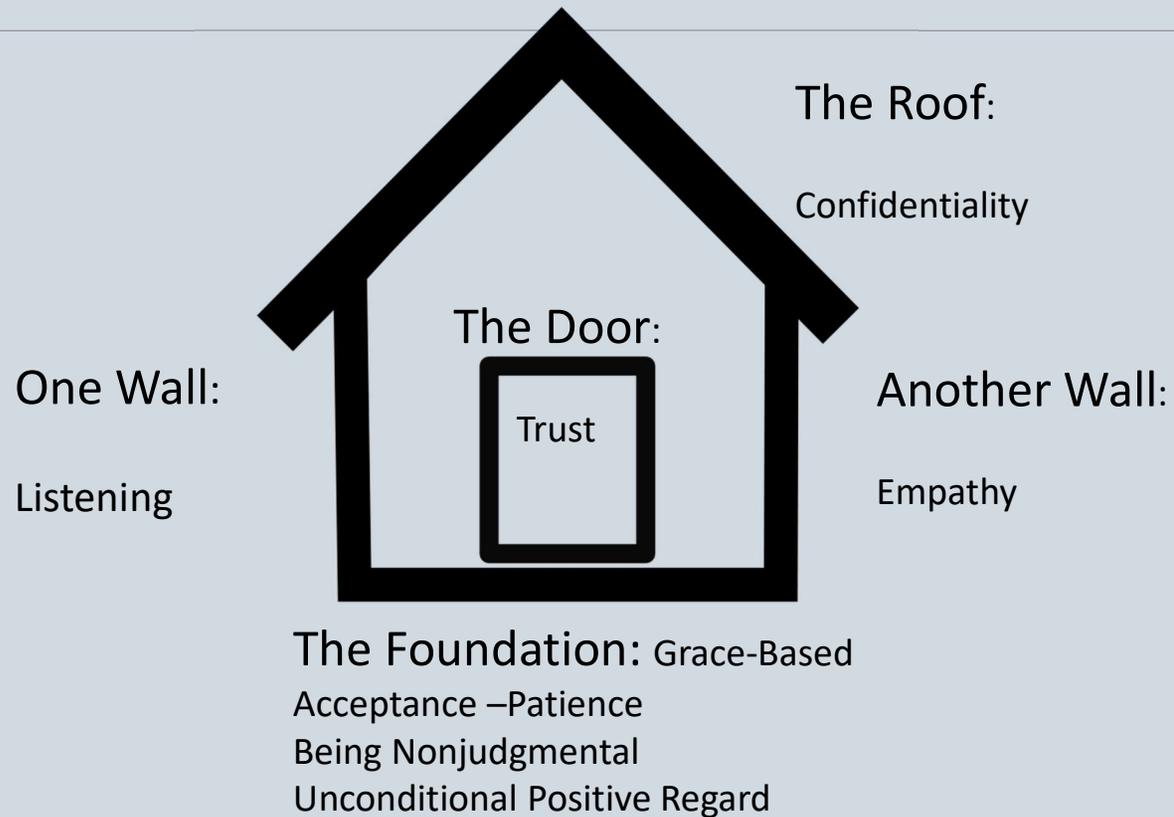
Who is Calling?



FEAR



The Safe Center

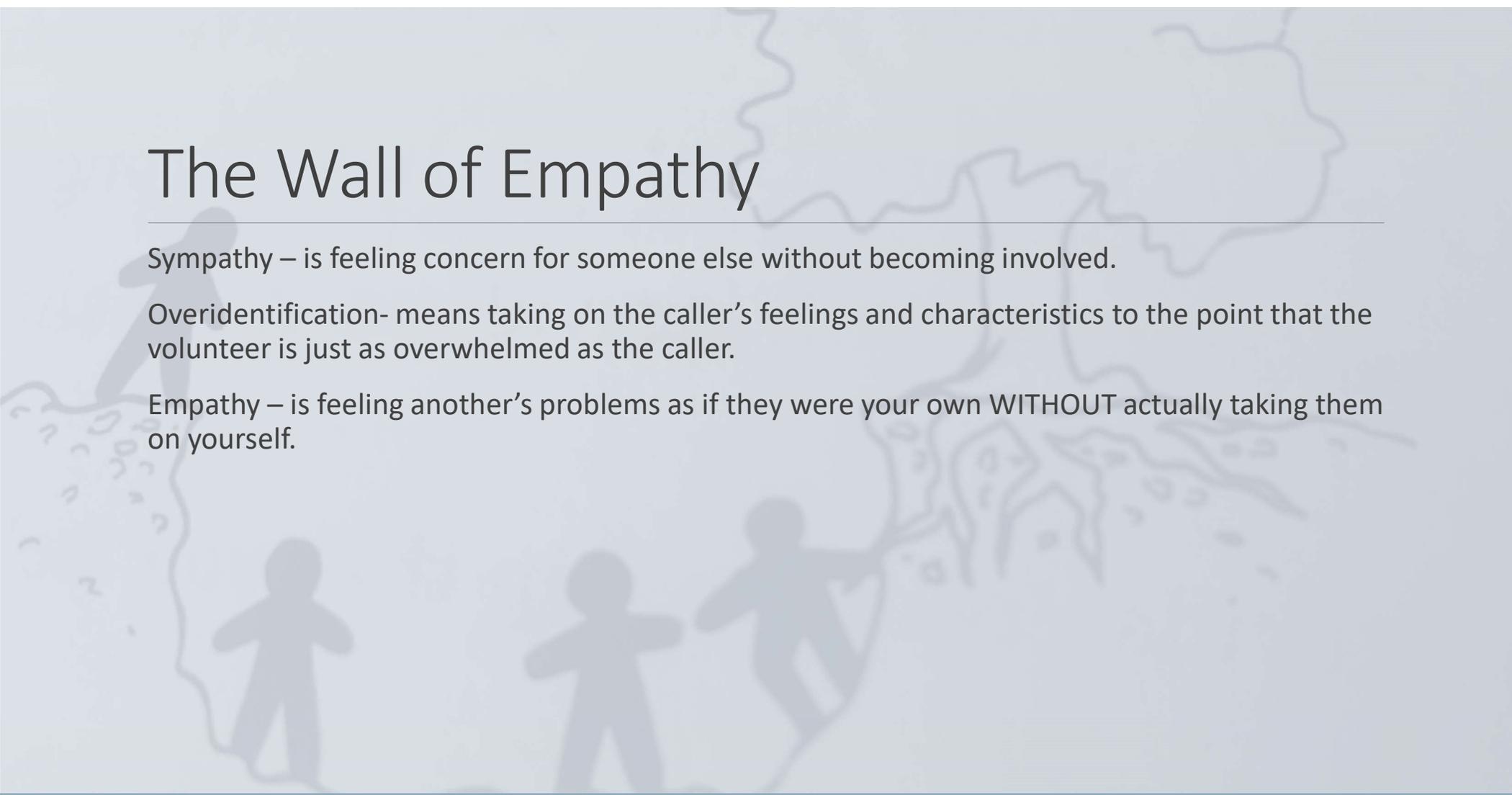


The Wall of Empathy

Sympathy – is feeling concern for someone else without becoming involved.

Overidentification- means taking on the caller's feelings and characteristics to the point that the volunteer is just as overwhelmed as the caller.

Empathy – is feeling another's problems as if they were your own WITHOUT actually taking them on yourself.



The Wall of Listening

The Art of Listening - Characteristics



DESIRE



COMMITMENT



PATIENCE



Who's Is Answering?



Who is answering the phone?

Is the phone being answered by a person or machine?

Is the person trained and confident?

Is the person ready to hold up “The wall of Listening”?

Are protocols and resource list available?

How do We Get them in the Door?



Focus on the Phone Call



Validation as you listen



What are their fears and needs



Know the correct resource to offer



Encourage them to take the next step



Make the appointment



Follow Up and Follow Through

“People Start to
Heal the
Moment they
feel Heard” By
Cheryle
Richardson

When we validate someone, we allow them to safely share their feelings and thoughts

We are reassuring them that it is okay to have the feelings they have.

We are demonstrating that we will still accept them after they have shared their feelings.

We let them know that we respect their perception of things at that moment.

We help them feel heard, acknowledged, understood and accepted.

Validate while Listening

Validation acknowledges our fundamental emotional needs:

- To be acknowledged
- To be accepted
- To be listened to
- To be understood
- To be loved
- To be appreciated
- To be respected
- To be safe
- To be valued
- To be worthy
- To be trusted
- To feel capable and competent
- To feel clear (instead of confused)
- To be supported

Validating Statements

That must have been hard.

I hear you.

That's not good.

Wow, that's a lot to deal with.

I would feel the same way.

That's sad.

That sounds discouraging.

That sounds like it would really hurt.

That must really hurt.

I know what you mean.

I can understand how you feel.

It sound like you are really feeling _____.

It sounds like _____ is important to you.

I can see that you are really upset.

You sound really sad.

You seem a little _____ (worried, troubled, scared, etc).

Would you like to talk about it?

That really bothered you, didn't it.

What bothers you the most about it?

What would help you feel better?



Encourage the
Caller to Take
the Next Step

