

Quick Reference Telephone Counseling Guide

Relationship with the caller

Identify the need

Deal with feelings

Explore alternatives (including referrals).

Safety

Relationship with the Caller—

I'm glad you called. I'll help you in any way I can.

I'm sorry this happened to you. You called the right place.

Be upfront. Use a disclaimer if the call requires a mandatory report. *"My main job is to provide you with help and resources for the difficult situation you are going through. It is also my job to report any abuse to a minor or vulnerable adult to the Abuse Hotline. You don't have to provide any further identifying information if you don't want to. Regardless, I am here to help you."*

Identify the Need—Paraphrase and ask these questions if you need further help clarifying.

What happened *today* that made you want to call?

You're going through so much. What would you say is your biggest concern *right now*?

Deal with Feelings—Use these empathetic response leads to reflect feelings.

You sound...

It sounds like you're feeling...

I hear you saying that you...

You must have felt...

So it makes you feel...

Listening to you it seems as if...

The thing you feel most right now is...

I get the impression that...

You feel...

From what you're saying...

Feeling Words—**Frustrated** and **Overwhelmed** fit in many situations.

Happy

Sad

Angry

Scared

Confused

Strong

Excited

Hopeless

Furious

Afraid

Dazed

Confident

Satisfied

Miserable

Outraged

Worried

Helpless

Resilient

Empathetic Statements

You didn't deserve this.

It's not your fault.

I believe you.

Exploring Alternatives

What have you thought about doing?

What have you done so far?

How were you hoping I could help when you called today?

Social supports—Who in your life would be supportive of you right now?

Personal supports—What has helped you when you've felt so much pain in the past?

Safety—Ask if the person feels safe right now. If not, safety plan with them.

Ending the Call

1. Provide any referrals appropriate.

2. Summarize the conversation, including the need identified and the options discussed, and invite them to call back any time 24/7.