

**Training Activities
Games and Exercises for Crisis Line Phone Workers**

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During this workshop we will be discussing and experiencing numerous games, activities and exercises used in the training of new phone workers at Agora Crisis Center. These activities include group discussion and participation and will include some that help group members become acquainted, some that help internalize concepts presented in training, and some that promote self-awareness. Limited self disclosure will be conducted in a safe environment with attention to confidentiality.

Agora Crisis Center training consists of 30 hours of classroom lecture, group exercises, role-play and 12 hours of supervised training shifts. Our typical training sessions take place on four consecutive Saturdays from 10:00 – 6:00 with training shifts being scheduled by trainees during each week following the Saturday lectures. Much of the information that has to be taught is done through lecture, but since eight hours of sitting still and listening to a speaker can be exhausting we try to “break up” the day with various other teaching modalities such as videos and group exercises.

Group exercises not only help trainees integrate the material, they promote bonding with classmates. Since the nature of crisis line work is often stressful, we support each other by forming friendships and a strong support network among volunteers. Exercises which involve discussion about personal experiences, values and attitudes help strengthen these bonds. This process also helps individuals clarify their feelings and viewpoints on the many topics which we cover in training and help them to confront biases and obstacles they may face in helping the diverse population which we serve.

In this workshop, we will go over an extensive list of exercises to be used in training and attendees will participate in a sampling of them. Exercises will include:

- Ice breakers and introductory games
- A look at Stereotyping and Biases
- Sharing Our Secrets
- The Perception Exercise
- Call Mapping
- ...and others

A more comprehensive list of activities and games will be available to attendees and there will be opportunity to share ideas among participants.