

Caring Contact: A Listening Community
97th Training Class
March 17, 2020–June 16, 2020

Class #1 – 9:30am-12:30pm March 17, Tuesday	Welcome Caring Contact – Past, Present and Future Caring Contact Philosophy and Mission The Caring Contact Listener Commitment and Expectations Volunteer Panel
Class #2 – 9:30am-12:30pm March 24, Tuesday	Values Clarification Caring Contact Listening I
Class #3 – 9:30am-12:30pm March 31, Tuesday	Caring Contact Listening II Practice Session
Class #4 – 9:30am-12:30pm April 7, Tuesday	Caring Contact Listening III & Call Types and Situations Scheduling Your Observation Shifts Practice Session
Class #5 – 9:30am-12:30pm April 21, Tuesday	Grief (Guest Speaker)
Class #6 – 9:30am-12:30pm April 28, Tuesday	Shame (Guest Speaker) Call Management Practice Session
Class #7 – 9:30am-12:30pm May 5, Tuesday	The Possibility of Problem Solving & Carefrontation with Frequent Callers Practice Session
Class #8 – 9:30am-12:30pm May 12, Tuesday	Carefrontation with Manipulative & Abusive Situations Extended All Skills Practice Session
Class #9 – 6-10pm May 19, Tuesday	Mental Health First Aid Part I
Class #10 – 6-10pm May 26, Tuesday	Mental Health First Aid Part II
ASIST, 8:30am – 4:30pm June 6th & 7th Saturday and Sunday	Applied Suicide Intervention Skills Training
Class # 11 – 9:30am-12:30pm June 9, Tuesday	Union County Psychiatric Emergency Services Imminent Risk Situations Practice Session
Class # 12 – 9:30am-12:30pm June 16, Tuesday	iCarol & Call Recording Review Policies Final All Skills Practice Session