



Hotline Skills Training

September 19-20, 2005



**Wachusett Village Inn and Conference Center
Westminster, Massachusetts**

Overview

The goal of this training event is to enhance the advocacy skills of attorneys, paralegals, and other advocates who provide brief services over the telephone, focusing on the following topics:

- Effective and efficient interviewing skills, including active listening and directed questioning;
- Overcoming common and difficult communication obstacles, including hostility, cognitive impairments, mental illness, and language barriers;
- Working with clients of diverse cultural and class backgrounds;
- Effective counseling skills, including helping clients make decisions, reviewing financial information, and delivering bad news;
- Effective documentation that helps other advocates to follow up or enables programs to create accurate reports;
- Ethical dilemmas commonly faced in hotline situations, including conflicts and limited (or “unbundled”) services;
- Safe and healthy workplace ergonomics and exercises.

Program commitment

Because the training is highly dependent on active small group participation, **participants must commit to attending both days** as well as **engaging in online pre-training preparation** in the preceding week.

Registration information

The registration fee for the training include all meals, snacks and materials; the commuter rate excludes overnight lodging. Please return the registration form along with a check by **September 2, 2005**. Registration confirmation will be mailed to individual participants by **September 9, 2005**. We encourage participants to register as early as possible; **pre-training assignments** will be sent to participants as soon as registration forms are received.

For questions concerning the training please contact Gene Koo:
gene@legalaiduniversity.org
617.357.0700 x 325

Hot Line Training Registration September 19-20, 2005

(Please print clearly or type)

Name: _____

Program: _____

Work address: (city, state, zip) _____

Phone: _____ Email: _____

Length of employment in legal services: _____ Job title: _____

Please select one option: (Priority will be given to registrants from member programs until September 2, 2005)

Consortium-member programs:		Non-Consortium programs: *	
___ Commuter, meals / no lodging	\$175	___ Commuter, meals /no lodging	\$375
___ Single occupancy, arrival on 9/19	\$275	___ Single occupancy, arrival on 9/19	\$475
___ Double occupancy, arrival on 9/19	\$225	___ Double occupancy, arrival on 9/19	\$425
___ Single occupancy, arrival on 9/18 <i>includes breakfast 9/19</i>	\$375	___ Single occupancy, arrival on 9/18 <i>includes breakfast 9/19</i>	\$575
___ Double occupancy, arrival on 9/18 <i>includes breakfast 9/19</i>	\$325	___ Double occupancy, arrival on 9/18 <i>includes breakfast 9/19</i>	\$525

* Registrations from non-Consortium programs will be accepted on a space-available, first-come, first-served basis.

Roommate request, if any (we will assign you a roommate if you request double occupancy but don't have a roommate in mind): _____

Room preference: _____ Smoking _____ Non-smoking

Please indicate any special needs (e.g., dietary, accessibility): _____

Please submit your registration form, with a check payable to Massachusetts Law Reform Institute. A check must accompany the form(s) or the registration will not be processed. Registration deadline: September 2, 2005. Send completed forms and checks to:

Massachusetts Law Reform Institute
99 Chauncy Street, Suite 500, Boston, MA 02111
Attn: Jessie Hill

Refund policy: All registration fees are final. There will be no refunds unless the training is fully subscribed and the cancelled participant can be replaced by a participant from the waiting list. Thank you for your cooperation.