



# **Hotline Advocacy Skills**

September 19-20, 2005  
Wachusett Village Inn & Conference Center  
Westminster, MA

## **Monday, September 19**

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|---------------|------|---|
| 10:00 - 10:10 | I.   | Welcome and Introductions<br>Gene Koo (MLRI)  |
| 10:10 - 10:30 | II.  | Trust, privacy, and ground rules of the training<br>Gene Koo  |
| 10:30 - 12:00 | III. | Effective Communication 1: the art of<br>interviewing<br>Liz Segovis & Monica Teixeira de Sousa ( <i>RILS</i> ) |
| 12:00 - 12:45 |      | <i>Lunch</i>  |
| 12:45 - 1:30  | IV.  | Keynote Address<br>John Tobin (NH Legal Assistance)   |
| 1:30 - 4:00   | V.   | Clients with Difficult Behaviors<br>Jane Honoroff & Ruth Whitney (The Mediation Group)                          |
| 3:00 - 3:15   |      | <i>Break</i>  |
| 4:00 - 5:45   | VI.  | Money Psychology and Financial Counseling<br>Olivia Mellan (Money Harmony)                                      |
| 6:00          |      | <i>Dinner</i>   |

## **Tuesday, September 20**

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|---------------|-------|---|
| 7:30 - 8:45   |       | <i>Breakfast</i>  |
| 9:00 - 10:45  | VII.  | Working with Diverse Clients<br>Valerie Zolezzi-Wyndham (MLRI)  |
| 10:45 - 11:00 |       | <i>Break</i>  |
| 11:00 - 12:00 | VIII. | Ethical Issues in Hotline Programs<br>Paul Tremblay (Boston College Law School)                             |
| 12:00 - 1:00  |       | <i>Lunch</i>  |
| 1:00 - 2:00   | IX.   | Ergonomics and Health in the Hotline Office<br>Beth Sloane (Occupational & Environmental Health<br>Network) |
| 2:00 - 2:15   |       | <i>Break</i>  |
| 2:15 - 3:50   | X.    | Effective Communication 2: Counseling<br>Janet Segal (LARC - Boston)  |
| 3:50 - 4:00   |       | <i>Goodbyes</i>   |