

**CORE CONTENT**

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The following are International Council for Helplines initial training core competencies:

- The mission, vision, and purpose of the organization
- Organization and helpline program policies and procedures
- Crisis intervention
- Empathy, active listening, and communication skills
- Collaborative problem solving
- Grief and loss
- Isolation and loneliness
- Suicide awareness, intervention, and safety planning
- Mental illness, including symptoms and treatment
- Boundary setting and providing support to familiar individuals
- Child and dependent adult abuse and neglect
- Cultural humility
- Community resources
- Addictive behaviors and substance use
- Interpersonal violence and human trafficking
- Helpline specialist self-care
- Trauma
- Working with specific populations including LGBTQIA, youth, veterans, populations specific to the helpline
- Self-harm
- Human trafficking
- Disaster management and mass violence