

Team learning activity:

Managing Difficult Calls

About the children and young people's crisis worker films

These films provide heavily anonymised scenarios shared by workers in the crisis workforce who have previously taken part in our children and young people's crisis workforce training programme. They highlight good practice and learning from the perspective of crisis workers. Crisis workers who volunteered were asked to outline an example of good crisis work or relevant learning. The workers then helped us to shape this situation into a script which is played by actors and accompanied by learning objectives and exercises for training.

About *Managing Difficult Calls*

In this film, a worker receives a call from a distressed family in crisis and needs to establish the current level of risk and what support is needed.

Learning objectives



- Recognise the impact of receiving high emotion and high risk calls on workers' thinking and mentalizing.
- Understand the importance of seeking help for workers to regain thinking and mentalizing.
- Consider possible approaches to bringing down the emotional temperature of the caller to allow worker to gather the information needed to inform a plan.



Anna Freud
building the mental
wellbeing of the
next generation

Team learning activity: *Managing Difficult Calls*

Team learning activity

This activity will take around 30 minutes, or longer if you have the time for more detailed discussions. We recommend looking at the crisis learning activity slide deck prior to completing the activity below.



1 Watch the film together

2 In pairs or threes, discuss:

- What does the worker do on the phone to bring down the emotional temperature enough for the conversation to progress? Is this approach helpful?
- How would your colleagues know if you are having a challenging or worrying call?
- Can you think of times when you've been able to get help?
- What would you have found helpful from colleagues in situations like this?

3 As a team, feed back on your discussions and then discuss the following as a whole group:

- Can you share examples of good practice when you have managed similar situations?
- Do you have any structures or procedures to help colleagues manage these calls, or have space to stop and use another mind to think about what to do?
- How could your team get better at help seeking and offering in highly stressful situations like this? Are there any changes you could make that would help?

4 Give us feedback

Please let us know how it went by scanning this QR code to access a brief survey. This will help us to improve our learning resources.



Anna Freud
building the mental
wellbeing of the
next generation