

CHILDLINE MALAYSIA
1ST PEER EXCHANGE TRAINING PROGRAMME
CONDUCTED BY THE SWISS HELPLINE



DATE : 8TH – 12TH March 2010
TIME : 9.00 a.m. – 5.00 p.m. (Mon – Thurs), 9.00 a.m. – 1.30 p.m. (Fri)
VENUE : Level 5, Wisma HELP.
 Jalan Dungun, Damansara Heights, 50450 Kuala Lumpur

TIME	8/3/2010 (Mon)	9/3/2010 (Tues)	10/3/2010 (Wed)	11/3/2010 (Thurs)	12/3/2010 (Fri)
8.30 am – 9.00am	Registration				
9.00 am – 9.30am	Welcome Speech <i>Sabri Ab. Rahman,</i> <i>Chairman, Childline Malaysia</i>	Session 3 / Urs Contact Strategies in terms of Technical Basis of Swiss HelpLine: - Web-Based Information - Chat - Text based Counselling - Phone Contact	Session 6 / Sebastian Dealing with Specific Situations: - Medical Aid - Children living in a social institution - Sexuality	Session 9 / Sebastian Solution-focused questioning (With practical training)	Session 12 Presentation of Individual Action Plans Merging with CLM Work Plan & Time Line
9.30 am – 10.00am	Childline Malaysia Moving Forward: “ <i>Enabling Children To Be Heard</i> ”				
10.00am – 10.30am	Tea Break	Tea Break	Tea Break	Tea Break	Tea Break
10.30am – 12.30pm	Session 1/ Urs - Introduction on Swiss Helpline - Managing a child helpline - Financial and organisational structure - Cooperation with governmental (GOs) and non-governmental organisations (NGOs)	Session 4 / Sebastian - Themes of Calls (Statistics) - Structure of Counselling - What is important in which Phase of the counselling	Session 7 / Sebastian Dealing with Specific Situations: - Suicidal Clients - Sexual Abuse - Threat of Violence against others - Physical Intervention	Session 10 / Sebastian / CLM: Practical training in groups with prepared cases	Session 13 Recap of last 5 days Next steps Signing of MoUs
12.30pm - 2.00pm	Lunch	Lunch	Lunch	Lunch	Closing Lunch
2.00pm - 4.30pm	Session 2 / Urs - Management of Counsellors - Organisation of Swiss Team - Combination of phone and text-based Counselling - Making known the Helpline	Session 5/ Sebastian Dealing with specific calls: - Silent Calls - Provoking Calls - Adults	Session 8 / Sebastian / Urs / CLM: Referral and Referral Database in Malaysia	Session 11 / Sebastian / CLM: Developing Actions Plans for each organisation in relation to CLM	Individual meetings with Swiss Helpline & CLM
4.30pm – 5.00 pm	Q&A	Facilitator’s Debrief Q&A	Facilitator’s Debrief Q&A	Facilitator’s Debrief Q&A	
5.00pm	Tea break/End of session	Tea break/End of session	Tea/break/End of session	Tea break/End of session	
8.00 – 10:30 pm	Dinner at Kelatan Delights				