



# FEA

# Volunteer Training

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## FEA Volunteer Intake Training – Guided Notes

### Active Listening Skills

#### The Five Tenets of Active Listening

1. Pay Attention  
→ During intake, this looks like:
  2. Demonstrate You're Engaged  
→ Example behaviors:
  3. Withhold Judgment  
→ This means:
  4. Ask Clarifying Questions  
→ Example question:
  5. Reflect & Summarize  
→ Purpose:
- 

### Communication Expectations

Use respectful language by:

Show empathy by:

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## BREATHE Method

Purpose of BREATHE:

→ \_\_\_\_\_

B - Breathe

→ \_\_\_\_\_

R - \_\_\_\_\_

E - \_\_\_\_\_

A - \_\_\_\_\_

T - \_\_\_\_\_

H - \_\_\_\_\_

E - Escape

→ When should you escape?

\_\_\_\_\_

## Using the Intake Form

### Step 1: Read

→ Always: \_\_\_\_\_

### Step 2: Record

→ Every item requires: \_\_\_\_\_

If not applicable, type: \_\_\_\_\_

If no response, type: \_\_\_\_\_

## Important Reminders

Not all questions apply to every PIN because:

You must complete the form fully because:

## Handling Difficult Situations

If a PIN becomes emotional:

→ \_\_\_\_\_

If a PIN becomes aggressive:

→ \_\_\_\_\_

If you don't know an answer:

→ \_\_\_\_\_

## Final Steps

Before submitting the form:

- Check that: \_\_\_\_\_

After submitting:

- \_\_\_\_\_

## Reflection

One thing I learned:

→ \_\_\_\_\_

One thing I still have questions about:

→ \_\_\_\_\_

How I will apply this in my role:

→ \_\_\_\_\_