

Abstract (in English)

The aim of this work is to perform an in-depth analysis of the workplace of the children's crisis line – *Linka bezpečí*, focusing on the work of consultants with repeat callers of this line. The chosen subject was processed by a quantitative method (finding the number of calls with long-term clients on the crisis line during the six-month period, the duration of these calls, the topics that repeat callers bring to the calls on the line, etc.) and the qualitative method – organization a focus group with *Linka bezpečí* line's staff to find out their potential to work with long-term clients. The main result of the thesis is a summary of the findings, which make the work with the long-term calling clients easy for the workers and which, on the contrary, make it difficult, along with practical tips for practice.