

Graduation theses is composed as a theoretical paper and is divided into six chapters. First chapter is focused on concept of crisis. Beside the explication of the concept of crisis, it also describes types of crises according to Baldwin. Possibilities of help in crisis are mentioned at the end of the first chapter. Second chapter is concerned with crisis intervention and it begins with its brief history. It also describes its forms, principals and phases. Third chapter defines and analyses telephonical crisis intervention. As in the previous chapter, it also begins with both czech and world history of telephonical crisis intervention. Other paragraphs describe its advantages and disadvantages. Following paragraphs outline stages of telephonical crisis intervention and a dealing with emotions at helpline. Fourth chapter presents the personality of the telephonical crisis intervention worker and it also mentions problem of burnout. Fifth chapter contains the most common topics of helpline callings. Last, sixth chapter, is focused on analysis of real practical case.