

Abstract

The main topic of this thesis is crisis intervention that is focused on the topic crisis intervention. As a specific feature that is associated with this phenomenon is anonymity. Anonymity includes both theoretical part and a practical part. For this thesis are used domestic resources and foreign resources. Rich source of information are students' thesis that frequently deal with this topic. The practical part consists of a qualitative research focused on a semi-structured questionnaire with workers on a child helpline – Linka bezpečí. The aim of this thesis is to investigate how anonymity affects the communication with the client from the perspective of consultants of Linka bezpečí.