

Abstract

The thesis explains the concept of crisis, crisis intervention and telephone crisis intervention, its procedures and techniques. It's focused on history of Helplines not only in Czech Republic but also in the world. It looks closely at the format and principles involved in Helpline call management. The thesis identifies requirements that are imposed on trained specialists and presents some of the institutions that organize training in telephone crisis intervention. Not only Czech but also international organizations focusing on telephone crisis interventions are introduced. A telephone counselors might be at risk for so-called „burnout syndrome“, therefore, the thesis includes chapters devoted to supervision practice and mental hygiene. Finally, the specific Helpline calls are listed.