



THE FIRST VISIT

AIM: As a Brigitte Trust volunteer, to consider how to prepare for a first contact with a client

LEARNING OUTCOMES

By the end of the session, participants will have:

1. Considered how they feel about making the first telephone call to a client
2. Identified what to ask and what information to give to clients when making the first telephone call to them
3. Identified what it is like for a client waiting for the first telephone call from a Brigitte Trust volunteer
4. Explored what they need to consider before making their first visit to a client
5. Explored what might be happening for the client awaiting the first visit by a Brigitte Trust volunteer
6. Had the opportunity to apply their knowledge about first contacts to role play scenarios