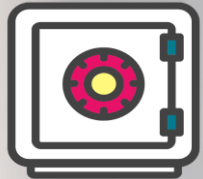


Silent Monitoring Study of Crisis Call Centers

Brian L. Mishara, PhD, et al, 2005

“Helper selection criteria should include: empathy, respect and the ability to establish a good initial contact.”



FROM THE VAULT

Quote