



## ***Working on the Frontline Training***

Classes are free for representatives of partner churches (those who support Compassion Coalition financially), \$25.00 for individuals, or \$50.00 for groups of any size. **To sign up for any of these classes, call Gina Whitmore at 865-251-1591 x 2 or e-mail [gina@compassioncoalition.org](mailto:gina@compassioncoalition.org).**

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### ***“Frontline I: Training for Those Taking Calls for Assistance”***

Responding to the overwhelming calls to churches for benevolence assistance, this seminar was developed specifically for church office staff and is conducted quarterly by the Compassion Coalition team. Some of the training includes “The Role of the Church,” “Top 10 Best Practices,” “When ‘No’ is Appropriate,” and “Developing a Process to Help and Not Enable.”

2010 schedule:

February 9<sup>th</sup> – 9:00am to 12:00pm – Location TBA

May 11<sup>th</sup> – 5:30pm to 8:30pm – Location TBA

August 31<sup>st</sup> – 1:00pm to 4:00pm – Location TBA

November 2<sup>nd</sup> – 9:00am to 12:00pm – Location TBA

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### ***“Frontline II: Building a Strong Benevolence Team”***

Often churches have only one person who takes all the calls and walk-in requests for assistance. This person can easily become overwhelmed. This two-hour workshop will walk participants through the process of building a team at their church to handle benevolence.

2010 schedule:

March 9<sup>th</sup> – 6:00pm to 8:00pm – Location TBA

October 12<sup>th</sup> – 9:00am – 11:00am – Location TBA

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### ***“Frontline III: Understanding Community Resources in Knoxville”***

Knowing how to use community resources and how to make referrals is the key to successfully helping people in need. This workshop will train church staff on what services are available in Knoxville and how to make referrals to those services.

2010 schedule:

April 6<sup>th</sup> – 1:00pm to 3:00pm – Location - TBA

August 10<sup>th</sup> - 1:00pm to 3:00pm – Location TBA