Hotline Operator Training Program (HOTP)

Who Should Attend: Federal, state/local and military hotline operators, and others responsible for responding to electronic or telephonic hotline complaints.

What You Will Learn: The basic skills and techniques needed to accurately collect critical information via telephonic interviews and electronic correspondence. Learn the appropriate documentation, procedures and legal requirements necessary to ensure the integrity of information that could lead to further investigation. Increase your ability to effectively elicit accurate data from each hotline interaction, during realistic scenarios facilitated by experienced practitioners, who provide feedback to each participant. HOTP will provide you with tools and resources to assist in recognizing and appropriately handling workplace stress, referrals to other hotlines, nuisance callers, and callers that are hostile, threatening, or appear mentally challenged.

Core Topics:

- Introduction to the IG Community & the IG Act
- Employee Complaints and Confidentiality
- Whistleblower Protection Act
- Interviewing Skills
- Investigative Writing
- Best Hotline Practices Forum
- Complainant Behavioral Issues
- Stress Management

Comments from HOTP Graduates:

"This class was very informative and provided me with great inspiration to boost my confidence in my current position. All of the training instructors were very professional…. This was the best training class that I have ever taken in all of my 32 years of federal service."

"This was the best course I have ever been to. It has all the practical knowledge to help me in my job."

"This was one of the best training classes I have attended. All of the instructors were well versed in their subject matter and very engaging."

"The training overall was great. Very informative – really enjoyed the practice phone interview time. I would love to have more courses offered in this area. I would come again just in case I missed something."

"The entire course was great. I went into the class with no hotline experience. I feel that this class has prepped me to field hotline calls."