

## „116 000 Hotline for Missing Children Croatia”

AGREEMENT NUMBER: JUST/2015/RDAP/AG/0116/8830

### Workstream 1: Strengthening of the capacity of 116 000 Hotline for Missing Children

#### 1.1. Design and implementation of comprehensive training for Hotline staff members and volunteers

## AGENDA

### DAY 1

Time	Topic	Lecturer
10:00-11:30	<i>116 000 Hotline for Missing Children Croatia</i>	Kristina Krulić Kuzman, psychologist
11:30-12:00	Coffee break	
12:00-13:30	<i>Legal framework</i>	Anita Suvala, legal advisor
13:30-14:00	Lunch break	
14:00-15:30	<i>Technical aspects</i>	Tomislav Ramljak, president

### DAY 2

Time	Topic	Lecturer
10:00-11:30	<i>Telephone counselling</i>	Tena Zalović, social Pedagog; Mirna Ažić, psychologist
11:30-12:00	Coffee break	
12:00-13:30	<i>How to provide emotional support</i>	Tena Zalović, social Pedagog; Mirna Ažić, psychologist
13:30-14:00	Lunch break	
14:00-15:30	<i>Provision of practical advices</i>	Tena Zalović, social Pedagog; Mirna Ažić, psychologist

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Sveučilište u Zagrebu  
Edukacijsko-rehabilitacijski  
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Sveučilište Josipa Jurja Strossmayera u Osijeku  
Fakultet  
za odgojne  
i obrazovne znanosti

## DAY 3

Time	Topic	Lecturer
10:00-11:30	<i>Cooperation with relevant stakeholders on national and international level</i>	Kristina Krulić Kuzman, psychologist
11:30-12:00	Coffee break	
12:00-13:30	<i>Awareness raising activities</i>	Kristina Gvozdić, psychologist
13:30-14:00	Lunch break	
14:00-15:30	<i>Volunteer program</i>	Kristina Gvozdić, psychologist



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