

**Fear and Loathing: Helping Staff and Clients Become
Comfortable with Hotline Technology**

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Start-up investments into call centers and hotline technologies require a ramp-up in cost and training. Call center advocates and managers who are unfamiliar with the daily use of complicated technologies often under use or are overwhelmed by the features of existing hotline technologies. Many legal services clients who have difficulties navigating an advanced telephone system share this experience. This session explores specific, necessary hotline technologies and offers recommendations of how to maximize existing technologies, consider new ones, and assist staff, managers and clients to effectively use or renew interest in technologies available to them.

Topical Outline:

- I. Introduction
 - a. The technologies available to hotline advocates and managers
 - i. Case management system
 1. reports
 2. tracking trends
 - ii. Email
 1. communication
 2. documentation
 - iii. Internet
 1. court forms
 2. locate resources and other research
 3. program websites
 - iv. Headsets
 1. ergonomics
 2. reduces stress
 3. training and supervision
 - v. Call Management Software
 1. track incoming calls
 2. track how well the hotline is meeting the demand
 3. appraise individual staff performance
 - b. Technologies legal services clients typically encounter when calling a hotline
 - i. Voice Mail
 - ii. The ACD system
 - iii. Waiting in queue
 - iv. Outgoing messages
 - v. Court Kiosks

- II. Overcoming Technophobia
 - a. What contributes to technophobia
 - b. Suggested approaches to alleviate the distress and increase use
 - i. Start with the basics
 - ii. Cheat sheets
 - iii. 15 minute rule
 - iv. Group training
 - 1. skill based
 - 2. who will make the best instructor
 - 3. short v. comprehensive sessions
 - v. Reverse mentoring
 - vi. Regular check in with staff
 - vii. Breaks
 - viii. Tech Jargon

- III. The legal services experience
 - a. Statewide Legal Services of Connecticut – Bonnie Roswig
 - i. Personal experience as a technophobic advocate
 - ii. Making the transition
 - iii. Helping other staff
 - iv. Enhanced performance of staff and program
 - b. Coordinated Legal Education Advice and Referral (CLEAR)- Joan Kleinberg
 - i. clients and technology
 - ii. what is reasonable to expect out of your telephone system
 - iii. when technology is a barrier to service - the need for other means of assisting clients

- IV. Questions and Group Discussion

- V. Conclusion and fun activity