

[Training Resources](#) [1]

Self Guided Training

- [Self-Practice](#) [2]: How to use the practice queue to practice chat reference, and best practices for practicing while the service is live.
- **Basic Training Session:** If you would like to watch a recording of a basic training session, please [contact the Admin Centre](#) [3].

Training Handout & Videos

- [AskAway Service Guidelines](#) [4]: An overview of how we serve patrons.
- [Campfire Overview](#) [5]
- [Chat Reference Tips](#) [6]
- [Tips for Handling Multiple Patrons](#) [7]
- [Self Evaluation Checklist](#) [8]: A guide to evaluate your own chats.
- [Transcript Evaluation Criteria](#) [9]: A guide to evaluating chat transcripts.
- [Practice Questions](#) [10]

Source URL: <https://askaway.org/staff/training-materials>

Links

[1] <https://askaway.org/staff/training-materials>

[2] <https://askaway.org/staff/self-practice>

[3] <https://askaway.org/staff/contacts>

[4] <https://askaway.org/staff/service-guidelines>

[5] <https://askaway.org/sites/askaway.org/files/training/Campfire%20Overview.pdf>

[6] https://askaway.org/sites/askaway.org/files/training/ChatReferenceTips_2018-05.pdf

[7] https://askaway.org/sites/askaway.org/files/training/HandlingMultiplePatrons_2018-05.pdf

[8] https://askaway.org/sites/askaway.org/files/training/SelfEvaluationChecklist_2018-05.pdf

[9] https://askaway.org/sites/askaway.org/files/training/TranscriptEvaluationCriteria_2018-05.pdf

[10] https://askaway.org/sites/askaway.org/files/training/Practice_Questions_2018-05.pdf