

ABSTRACT

The thesis focuses on students in psychology master's programs who have completed a crisis intervention course. The goal is to find out how the students who are trained to be psychologists, personally perceive the effect of completing a crisis intervention course, and to look into real work experience of a crisis intervention helpline worker from the point of view of a psychology program student. The focal points therefore include the experience and skills acquired in the course that are relevant to the work of a psychologist.

The first part of the thesis deals with the theoretical basis of crisis intervention, with the focus on the specifics of crisis intervention helplines. It also describes the workplace of Linka Bezpečí (Safety Line). Qualitative methodology is applied in the practical part of the work. Data collection is carried out through semi-structured interviews with students of the final year of the psychology master's program.

The research is based on interviews with six female students from five faculties. The work draws on their experience with the crisis intervention course and explores how their subsequent work as crisis intervention helpline workers at Linka Bezpečí correlates with their psychology course at university. The results show that the work experience of crisis intervention helpline workers can be recommended to other future psychologists, not just because of its availability, as a source of income, and an open and respectful approach of the lecturers in relation to junior consultants, but mainly for the benefit of developing important competencies for work with clients and conducting interviews, and, finally, for the influence on the students' attitude to clients and to themselves. Furthermore, based on the provided research results, the thesis identifies several topics that psychology students consider to be insufficiently answered, or in which they still feel a lack of competency.