

lgbt national help center

Common Calls Summary

CALLER: How do I know I'm gay? (LGBT) ?

VOLUNTEER POINTS TO COVER:

- Focus on why caller is asking
 - How long have these feelings been there?
 - Normalize feelings
 - How does caller feel about having these sexual attractions or gender identity?
 - If they don't feel ok, focus on the reason why
 - Strategies for feeling good about themselves
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CALLER: Coming-out as (LGBT) to family

VOLUNTEER POINTS TO COVER:

- Validate it's a big decision
 - How are they feeling about themselves as LGBT?
 - Why coming-out now?
 - Based on their family, how do they think it will go?
 - How would the caller handle the family's reaction?
 - Discuss if this is a safe time to come-out
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CALLER: I like to dress up, and I don't know what to do about it.

VOLUNTEERS POINTS TO COVER:

- Validate and normalize
 - How long have they felt this way?
 - Difference between cross dressing as it's own thing and gender identity
 - Talk about the term "transgender" and how varied its meaning is
 - If things could work out any way they wanted, what would that be like?
 - Talk about the term "transitioning" and varied its meaning is.
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CALLER: I'm having a problem in my relationship

VOLUNTEER POINTS TO COVER:

- Validate it's a tough situation
- what feelings is this bringing up for the caller?
- If things don't change, what would the caller want to do?