

Conversation Support



Content overview

1. Introduction – open questions to start the conversation safely
2. Exploring emotions – understanding thoughts and feelings
3. Identifying support – mapping support networks and key people
4. Assessing risk – discussing suicidal thoughts and severity
5. Previous coping strategies – what has helped or not helped before
6. Internal coping strategies – techniques that provide calm or inner strength
7. External coping strategies – activities, places, and supportive people
8. Safety planning – concrete measures to reduce risk
9. Emergency contacts – people and resources in crisis situations
10. Conclusion – agreement on further follow-up



1. Introduction



1. Introduction

Start the conversation in a friendly and open way. Show that you are there to listen, and let the caller decide for themselves what they want to share.

Suggested questions:

- Hi, how are you feeling right now?
- What has happened that made you call?
- When did you start feeling this way – is it new or familiar to you?



2. Exploring emotions



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Make space to put thoughts and feelings into words. Validate the experience and show understanding.

Suggested questions:

- What is bothering you the most today?
- What thoughts or emotions are most present right now?
- What triggers this, and how have you handled it before?



3. Identifying support



3. Identifying support

Identify sources of support in the network. It can provide a sense of safety and help to name sources of support.

Suggested questions:

- Is there someone you can talk to about how you're feeling?
- Who has been a support for you in the past?
- Is there someone you would like to reach out to?



4. Assessing risk



4. Assessing risk

Ask calmly and directly about suicidal thoughts and risk. Explain that you are asking in order to provide the best possible help.

Suggested questions:

- Have you had thoughts about ending your life?
- Do you have a plan- or have you made any preparations?
- How often do the thoughts occur- and have they become stronger recently?



5. Previous coping strategies



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Explore what has helped during difficult periods in the past, and what has not worked.

Suggested questions:

- What has helped you before when things felt difficult?
- What worked best — and what would you prefer not to try again?
- How have you managed to get through other difficult periods?



6. Internal coping strategies



6. Internal coping strategies

Discuss internal techniques that may bring calm or strength, such as self-affirmations or breathing exercises.

Suggested questions:

- Is there something you usually say or do that helps you calm down?
- What thoughts or inner dialogues give you strength?
- What do you focus on when trying to find calm or hope in difficult moments?



7. External coping strategies



7. External coping strategies

Explore external actions or activities that may provide support or relief.

Suggested questions:

- What do you usually do when you need support?
- Is there an activity or a place that helps you feel better?
- Who do you usually contact when you need someone to talk to?



8. Safety planning



8. Safety planning

Create a simple safety plan to reduce risk and ensure support.

Suggested questions:

- What can we do right now to help you stay safe?
- Who can you contact if you need support tonight?
- Is there anything we can do to reduce the risk in the situation?



9. Emergency contacts



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Identify resources and people to contact in a crisis, and consider writing a list together.

Suggested questions:

- Who can you call if things become too difficult?
- Would you like us to find local resources you can use?
- Is there a safe person or place you can go to for help?



10. Closing



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Agree on follow-up and confirm that it is possible to get in touch again.

Suggested questions:

- Can we agree on a time when you can call again?
- Would you contact us if you need to?
- Is there anything else you would like to talk about before we finish?

