

Responding to suicidal callers

11:00	Welcome and introductions
11:30	Suicide in context Understand suicide in context
11:35	What is a suicidal caller? <ul style="list-style-type: none"> • Explore what a suicidal caller is to your service • Identify what kind of situations callers may be in and when they might contact you • Learn how each service currently responds to suicidal callers • Identify positive skills and improvements that could be made from an example call
12:45	Lunch
13:30	Creating a strong policy and assessing risk <ul style="list-style-type: none"> • Understand the basics of a strong policy on suicidal callers • Identify how this links to your helpline's confidentiality policy • Understand the importance of a consistent approach • Explore how to assess risk of harm and what actions to take • Learn from an example of a risk assessment process
14:30	Support and supervision <ul style="list-style-type: none"> • Explore how helpline work differs from face to face and the reality of working for a helpline • Explore what support your call handlers may need • Identify support currently available and what else you may need to put in place • Discuss vicarious trauma and the outcomes from recent research
14:45	Break
15:00	Techniques for call handlers <ul style="list-style-type: none"> • Explore different techniques for call handlers • Understand the Pathway for Assisting Life • Discover which techniques can be used in each phase of the pathway
15:20	Techniques in practice <ul style="list-style-type: none"> • Practice the techniques discussed today
15:40	Action planning Identify actions to take back to your service using what you have learnt today
16:00	Close