Managing suicidal conversations – digital training course

Digital platform	Zoom or WebEx
Course duration	Six hours of training delivered in two or three hour sessions, to be delivered on days to suit your organisation.
Session times	Delivery can be arranged within the following time slots: • 9.30am-12.30pm and/or 1.30pm-4.30pm
Number of participants per course	Maximum 12 *(Please note the number of participants is set to ensure all learning outcomes are met in this format)*.
Pre-course preparation	Please ensure delegates have: • Strong internet connection to enable them to interact in this format • Access to a quiet area • Ideally access to headsets with a microphone to exclude external noise interruption
Course resources	• Samaritans Listening Wheel • Samaritans Emotional Health Scale • Samaritans myths and facts questionnaire • Keys skills measurement • Samaritans scenarios for skills practice • Samaritans contact details for signposting

Objectives

At the end of this course attendees will be able to:

- Understand the scale of the problem
- Recognise the factors that lead to suicide
- Recognise signs of distress and suicidal thoughts
- Understand and acknowledge suicidal thoughts and feelings
- Show that you have listened, heard and understood,
- Understand how talking about suicidal thoughts and feelings can be beneficial,
- Feel confident to converse with someone who is feeling suicidal,
- Sign-post people to support.

Call 020 8394 8349
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Course agenda
Session 1 – Introduction and Emotional Health

Welcome and introduction

- Protocol for the course using digital tools
- Key skills rating (*Individual exercise*)
- Objectives
- Introduction to the scale of the issue
- Recognising the factors leading to thoughts of suicide *(Group exercise – break out rooms)*
- The Emotional Health Scale

Session 2 - Recognising signs and talking about suicide

- Recap session one
- Recognising when conversations are about suicide
- A question of interpretation – what do we hear? *(Listening skills practice)*
- Barriers to listening - what stops us from listening? *(Group exercise – break out rooms)*
- The Listening Wheel – The Power of Active Listening *(On-line chat activity)*
- Open questions *(Group exercise – break out rooms)*
- Empathy v sympathy *(Samaritans video)*
- Listening Wheel segments *(Group exercises – break out rooms)*

Session 3 – Signposting and Supporting

- Recap session one and two
- Recognise importance of talking about suicide *(Samaritans video)*
- Stages of Trauma
- Suicide Myths and Facts *(Individual exercise)*
- Know how to help
- Listening Wheel scenario's *(Group exercises – break out rooms)*
- Ending conversations effectively
- Re-visit delegates skills rating (*Individual exercise*)
- Signposting to sources of support
- Delegate to complete on-line feedback (Survey Monkey questionnaire)

You will be provided with a delegate feedback report, measuring the effectiveness of the course content, the Trainers delivery and highlighting which skills and techniques the delegates will use within the workplace. Please encourage delegates to participate.

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