



Universität  
Zürich <sup>UZH</sup>









**ETH** zürich



# Network Suicide Prevention UZH/ETH

## Talk about it!

Enhancing skills in dealing with  
people in crisis

Making contact	<p>„Hi, excuse me. Do you have a minute?...“</p> 	<p>„Sure, what is it?...“</p> 
Observing behavior	<p>„I have noticed that you seem distracted lately and haven't been talking to me much...“</p> 	<p>„I don't know exactly what you mean...“</p> 
Share impressions and ask questions	<p>„Correct me if I'm wrong, but it seems you're not doing so well right now. Is something wrong?...“</p> <p>„Well, I'm really worried about you...“</p> <p>„I see... and then... and now?“</p> 	<p>„Well, yes, I'm having a hard time right now, but it's not so bad...“</p> <p>„Hm... well, it's like this... and then...“</p> 
Concrete support	<p>„I really think you need profes- sional help. Otherwise it's just going to get worse. Can I give you this address? Or would you like me to call to make an appointment for you?...“</p> 	<p>„I'm not sure...“</p> 

### 1. Signs that could indicate someone is having a crisis or thinking of committing suicide

- Depressed mood, mood swings, loss of confidence
- Changes
  - in social interactions (withdrawal, superficial behavior)
  - in outward appearance and productivity
- Mentioning „leaving“ and making concrete plans to take one's own life

### 2. Tips on how to conduct a conversation

- Make contact
  - If you suspect a crisis: trust your instincts!
  - Talk to the person
- Share your observations and impressions
  - Use I-messages (for example, I have the feeling you aren't doing so well.)
  - Ask directly whether the person is thinking of suicide (Are you thinking about ending your life?)
- Offer concrete support
  - Make sure you know the limits of what you can realistically do (don't make promises)
  - Give them hope that they can get help (gain time)
  - Give them the address of a professional counselor (names, phone numbers)
  - Make definite plans for the next steps (I will call you the day after tomorrow. I will be curious to find out if you have already contacted the counselor.)
  - Inform the professionals you have recommended (psychologists, psychiatrists, doctors)

### 3. Network Suicide Prevention

- It consists of dedicated students and coworkers of the UZH and ETH
- They can detect symptoms of a crisis and listen carefully to people at risk
- If required they connect them with a professional counselor or psychiatric services

### 4. Professional Organizations:

- Psychological Counseling Services: **044 634 22 80**  
[www.pbs.uzh.ch](http://www.pbs.uzh.ch), [www.pbs.ethz.ch](http://www.pbs.ethz.ch)
- Employee Assistent office (ETH) ([Link](#))  
Employee Assistent office (UZH) ([Link](#))
- Psychiatrist in case of Emergency (Ärztefon Zurich): **0800 35 66 55**  
University Hospital (Emergency Unit Zurich): **044 255 11 11**
- Crises support: **143** ([Link](#))  
(German, French, Italian)
- Police: **117**

If you would like to learn more about the *Network Suicide Prevention* and empathetic listening, please don't hesitate to contact us.

**Psychological Counseling Services**

University Zurich / ETH Zurich  
044 634 22 80  
pbs@uzh.ch  
[www.pbs.ethz.ch](http://www.pbs.ethz.ch)

**VPPL Development & Leadership**

ETH Zurich  
8092 Zurich  
leadership-development@ethz.ch  
*Link:*  
*[ETHZ Consulting & Coaching](#)*

**Network Suicide Prevention UZH/ETHZ:** [www.netzkrisesuizid.uzh.ch/en](http://www.netzkrisesuizid.uzh.ch/en)  
**Suicide Prevention ZH:** [www.suizidpraevention-zh.ch](http://www.suizidpraevention-zh.ch)