





Network Suicide Prevention UZH/ETH

Talk about it!

Enhancing skills in dealing with people in crisis

"Hi, excuse me. Do you have a minute?..."



"Sure, what is it?..."



"I have noticed that you seem distracted lately and haven't been talking to me much..."



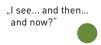
"I don't know exactly what you mean..."



"Correct me if I'm wrong, but it seems you're not doing so well right now. Is something wrong?…"

"Well, yes, I'm having a hard time right now, but it's not so bad…"

"Well, I'm really worried about you…"



"Hm... well, it's like this... and then..."



"I really think you need professional 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?..."







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, 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 1111
- 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 VPPL Development & Leadership University Zurich / ETH Zurich ETH Zurich	
University Zurich / ETH Zurich 044 634 22 80 pbs@uzh.ch www.pbs.ethz.ch	ETH Zurich 8092 Zurich leadership-development@ethz.ch Link: ETHZ Consulting & Coaching

Network Suicide Prevention UZH/ETHZ: www.netzkrisesuizid.uzh.ch/en

Suicide Prevention ZH: www.suizidprävention-zh.ch