

Managing Suicidal Contacts

Online or Face to Face Course - 3 hours

Having contact with people who indicate they have suicidal feelings can raise anxiety levels and leave us fearful of how to respond effectively. Samaritans courses are not about turning people into counsellors but instead about developing skills and confidence to respond to a distressed person at the initial point of contact and getting them to a place of safety before making a sensitive referral to Samaritans, British Transport Police or other appropriate support services.

To help you, Samaritans would like to offer access to our award-winning Managing Suicidal Contacts course as a mix of online input from an accredited Samaritans trainer and ongoing self-directed learning. This course has been delivered to rail companies as part of our rail suicide prevention partnership with the rail industry which began in 2010. In this time, more than 25,000 rail staff and British Transport Police officers have been trained to help someone at risk of suicide on the railway and potentially save a life.

About the course

The course offers a mix of online input from an accredited Samaritans trainer and ongoing self-directed learning. The course aims to equip delegates with the skills and confidence to approach someone who is emotionally vulnerable on the railway and help them to safety and to further outside help. Please see training video. [Managing Suicidal Contacts Training](#)

The course is available for free for Network Rail, train operators and British Transport Police. It is prioritised for those working in frontline customer-facing roles at priority rail locations, however we will look to accommodate others where places are available on courses.

Course objectives

The course will help you and your colleagues to develop the ability and confidence to recognise and safely intervene when someone may be at risk of suicide

- Recognise at-risk behaviour
- Explore ways to safely respond
- Demonstrate the importance of listening
- Promote the benefits of those who can help

Course outline

- What the barriers to listening are
- The emotional health scale
- The Listening Wheel
- How to end a conversation with an emotionally vulnerable person
- Where to signpost to further outside help
- This three-hour course can be attended either online or face to face
- It is expected that the delegates continue their learning via the Suicide Prevention and Support on the Railway 'Learning Tool' which should take two hours over a two-week period. To register for the Learning Tool you will need a work email address.

How to book a course

To organise a time and date for a course please contact railcompanies@samaritans.org (please note that courses are usually delivered during weekdays between 10:00hrs and 13:00hrs or 14:00hrs and 17:00hrs).

In order to train face to face, we require a booking of a minimum of 10 delegates.

If you are booking a course for a number of people in your organisation you will be expected to:

- Confirm a time and date for the course with our training administrator
- Liaise with Samaritans (if face to face re. room size, number of delegates, location, etc.)
- Share the joining instructions with course delegates
- Email the names, job titles, email addresses and name of the mainline station (nearest to their usual place of work) of all booked delegates to Samaritans

For more information, please contact railcompanies@samaritans.org

Duty Of Care

All Samaritans courses are designed for over 18s. While the subject matter is handled very sensitively, the wellbeing of all involved is of paramount importance. Please ensure that delegates have support before and after our courses – we recommend discussing attendance with potential attendees, especially those who are recently bereaved / witnessed a fatality / in any way likely to be traumatised or distressed. It may be that for those who are vulnerable, attendance on a course in the future would be better.