

**Take a minute, change a life**  
**World suicide prevention day**  
**10 September**

The message at the heart of this year's campaign is asking everyone to take a moment to offer a gentle word of support and listening to those who may be struggling emotionally as it can make all the difference.

**Shatter the secrecy of suicide keep the conversation alive!**

**Five Steps to active Listening**

**Open questions**

Rather than asking questions which only require a yes or no answer, try to ask open questions. For example, instead of saying 'Has this been going on for a long time?' Ask 'How long has this been going on?' That way, instead of closing the conversation down into a yes or no response, you open it out to encourage the other person to keep talking.

**Summarising**

It helps to show that you've listened to, and understood, what's been said. You can do this by summarising. For example, 'So you're being treated terribly by your partner, but you still love them?'

**Reflecting**

Repeating back a word or phrase can encourage people to go on. If someone says 'So it's been really difficult recently, you can keep the conversation going simply by reflecting on this and saying, 'It sounds like it's been really difficult for you.'

**Clarifying**

We all skirt around or gloss over the most difficult things. If we can avoid saying them, we will. If the person you're speaking with glosses over an important point, try saying, Tell me more about.... 'or' .....sounds a difficult area for you'. This can help them clarify the points, not only for you, but for themselves.

**Reacting**

You don't have to be completely neutral. If whoever you're talking with has been having an absolutely dreadful time, some sympathy and understanding is vital. 'That must have been difficult' or 'You've had an awful time' can be helpful things to say.

NEW Suicide Prevention mobile app will provide you with further guidance. The App is for ALL individuals within our communities whether they are experiencing suicidal thoughts or helping to support another person. The app is easily recognisable by the colourful outline of individuals in line with North Lanarkshire safer communities' logo:



To download it search for SP NLC and/or click the [Google Play Link](#) for android phones or [Apple App Store link](#) for iPhones. For additional help and advice for you or the person you're worried about, contact, Crisis numbers

**Breathing Space** – 0800 83 85 87

(Mon – Thu, 6pm – 2am; Fri, 6pm – Mon 6am)

[www.breathingspace.scot](http://www.breathingspace.scot)

**Samaritans** – 116 123 (24hrs)

[www.samaritans.org](http://www.samaritans.org)

For further information on mental health and well-being, visit Lanarkshire's Element website: [www.element.org.uk](http://www.element.org.uk)

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