



Universität
Zürich ^{UZH}









ETH zürich



Network Crisis & Suicide

Talk about it!

Recognizing crises and
reacting to them

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 crisis & suicide

- 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 Assistant office (ETH) [\(Link\)](#)
Employee Assistant 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 Crisis & Suicide Network 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

VPPL Development & Leadership

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

Network Crises & Suicide UZH/ETHZ: www.netzkrisesuizid.uzh.ch/en
Suicide Prevention ZH: www.suizidpraevention-zh.ch