

Support When Customers Suggest Self-harm or Suicide

On occasion, civil servants in customer facing roles may have to deal with vulnerable individuals that are at risk of self harm or suicide. This can be incredibly demanding and stressful. This topic provides guidance and support to help deal with this situation and includes details of the further resources available.

Description

This topic has been developed for civil servants undertaking customer facing roles where they may have to deal with customers who suggest self-harm or suicide, either on the phone, face-to-face or via written communication. The topic is also relevant for line managers, who may need to provide support and reassurance to team members dealing with such challenging situations. As well as a comprehensive learning path, the topic features a resource page with links to charities and websites providing further support.

What does it involve?

This digital topic covers what you need to know about communicating with customers who suggest self-harm and suicide. It describes what you should do in this situation and how you can support your own wellbeing when faced with this challenging context, as well as the wellbeing of others.

The learning takes 45 minutes in total, allowing you to complete the topic around your day-to-day work. The topic includes links to further resources – including where to signpost vulnerable customers for further help and also where to access further learning resources.

What's the outcome?

Completing this topic will help you to support a customer that is suggesting self-harm or suicide. You will understand what you can do in this situation and how this may differ depending upon whether the customer is with you in person or communicating with you on the phone or in writing. You will understand how you can support your own wellbeing as well as the wellbeing of others faced with this challenging situation.

Learning activities



Online
resources



Online
tutorial

Estimated learning time:
45 minutes

How to book

bookings.governmentcampus.co.uk

0203 640 7985
support@governmentcampus.co.uk

Price: free