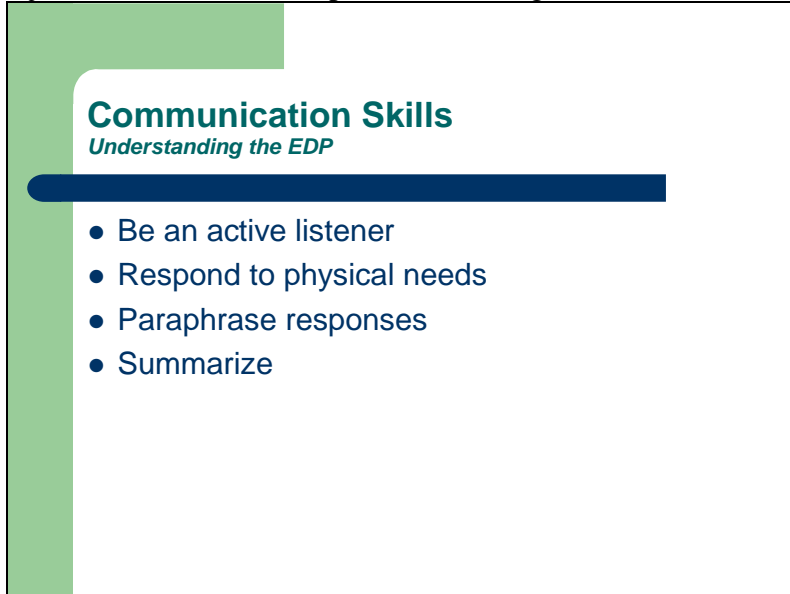


Effective Communication:

The tone that you as the first responder sets in the first few moments can make the difference when talking to an emotionally disturbed person.

Compassion will also help you elicit the information you need to treat a person injured in a suicide attempt or considering suicide.



Communication Skills
Understanding the EDP

- Be an active listener
- Respond to physical needs
- Paraphrase responses
- Summarize

Facilitative communication can be useful in establishing rapport

- **Genuineness.** Sincerity on your part can evoke sincerity on the part of your patient.
- **Respect.** Respect the patient, regardless of your personal feelings about suicide. Establishing a sense of self-worth is an important step toward recovery for a person who has attempted suicide.
- **Empathy.** Empathic understanding is the ability to perceive the client's understanding of life as if it were your own.
- **Concreteness.** Your ability to say precisely what you mean, will help you question the patient to determine vital information, such as the availability of a means to carry out suicide, the intensity of the patient's wish to die, the specific nature of any suicide plan, and the presence of associated risk factors.

Sources:

- Slides courtesy of International Association of Campus Law Enforcement Administrators www.iaclea.org
- Suicide Prevention Resource Center. (2005). Customized Information: First Responders. Retrieved Nov. 1, 2007 from http://www.sprc.org/featured_resources/customized/first_responders.asp.
- Suicide Prevention Resource Center. (2005). Customized Information: Law Enforcement Personnel. Retrieved Nov. 1, 2007 from http://www.sprc.org/featured_resources/customized/first_responders.asp
- Interview with Campus Safety Personnel, Regis University.