

5 Stages of Conversation: Quick Guide

- ❖ **Stage 1: Build Rapport** - This stage creates a safe space for the Help Seeker by utilizing active listening and good contact techniques.
 - Establishes trust with the texter
 - Creates a safe environment for connection
 - By building rapport we begin to learn/understand what led them to reach out
 - *This stage is how we warmly introduce ourselves and set the tone*
- ❖ **Stage 2: Explore** - Understand what caused the Help Seeker to reach out.
 - Gives the Help Seeker room to open up about their crisis
 - Encourages them to share their situation/feelings behind what led them to seek out support
 - During this stage, we listen and validate with empathy and warmth
 - *In this stage, we also assess whenever necessary if they're at risk of harming themselves, others, or are being harmed*
- ❖ **Stage 3: Identify the Help Seeker's Goal** - Clarify the type of support the Help Seeker needs (especially if they're at imminent risk) and what we can offer
 - This is our opportunity to ask what they hope comes next given everything that they're going through
 - Help Seekers that are in the midst of a crisis often feel a loss of control or that things are not going the way they had hoped
 - *Most often they just want their situation and life to feel manageable again.*
- ❖ **Discover Next Steps** - Explore coping skills to identify ways the Help Seeker can manage their crisis. Brainstorming additional support and resources. Allow the Help Seeker to lead.
 - This step assists the Help Seeker with continuing to manage their emotions after the conversation ends
 - Having the opportunity to share what's on their mind has most likely provided some relief, made them feel less alone, and even feel more hopeful than at the beginning of the conversation
 - *Some examples of next steps may include: journaling, making a doctor's appointment, getting rest, calling a family member/friend, etc. It is important to note that every Help Seeker is different, therefore the next steps will always be unique to each individual*
- ❖ **End the Conversation** - Warmly recap! Include strength IDs; review their next steps, and let them know they got this!
 - When ending the conversation you always want to reassess the Help Seeker's situation by asking them the Simple Survey Question (Do you feel the same, better, or worse?). In addition to this question you want to also encourage the Help Seeker to come back for a follow-up visit with you
 - *This stage is crucial because it allows us to reflect with the Help Seeker on their progress, reiterate their coping skills, and end on a supportive note*