

Identify, Welcome, Listen

Being a Gatekeeper means above all knowing how to identify, listen, and guide. These audio clips immerse you in real-life situations to help you better recognize distress, build trust, and ask the right questions. Your role is not to intervene alone, but to be a key presence in directing people to the help they need.

Identify

In this capsule, pay attention to Vivianne's signs and messages that help identify someone who is vulnerable to suicide.

Click here to access the audio clip



In this first recording, a conversation between three coworkers illustrates how Stephanie spots signs of distress in her colleague Vivianne.

We also see how other colleagues, such as Karl, can be valuable resources in detecting these signs and offering support.

Welcome

In this clip, observe how Stephanie welcomes Vivianne and creates an atmosphere of trust and comfort.

Click here to access the audio clip



This second recording shows how Stephanie establishes a caring atmosphere conducive to discussion. She takes the time to explain to Vivianne how she can help her and what her role as a Gatekeeper entails. She also emphasizes the importance of not facing this distress alone and the need to take her words seriously.

Listen and ask the question

In this last clip, pay attention to the different counseling techniques used and how Stephanie directly asks about suicidal thoughts.

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Open questions

"What do you think you would need to get through this?"

"And how are you managing to keep your head above water with everything you're going through?"

Mirror the emotion

"What you're telling me worries me, Vivianne. You say you don't think you have what it takes to get through this, that you're sinking... You seem overwhelmed right now."

Rephrasing

"I understand that you're going through a difficult time and that it's important for you to protect those around you, your colleagues for example."

Clarification

"What do you mean by 'you're just not cut out for this?'"

***Need to review the various basic techniques used in helping ? Feel free to consult Module 4 of your participant workbook for a refresher on the different techniques.**

In this last recording, Stephanie explores the situation with Vivianne by applying these techniques. As a Gatekeeper, it is essential to fully understand your role and its limitations: your mission is not to intervene, but to listen, identify distress, and refer the person to the appropriate resources.

Remember that it is also essential to be mindful of your own well-being. It is important not to step outside your comfort zone and avoid finding yourself in a situation that is difficult to handle alone.

Ask the question

When checking for suicidal thoughts, as Stephanie does with Vivianne, it is crucial to use the right words and ask the question directly. A clear question leads to a clear, unambiguous answer.