

Online learning guides content summary

The Crisis Tools learning guides are for anyone that supports young people in a mental health crisis.

Co-designed and delivered by young people with lived experience, these unique learning guides cover key themes including attitudes, communication, practical strategies and complexities when delivering care remotely, all from the perspective of the young people who created them.

Crisis Tools initially launches with four learning guides:

What we need you to know

In this guide you will hear about the key things we want you to know before you start supporting us. By the end of this guide you will have:

- An increased understanding of the key challenges we face when accessing support
- An increased awareness of why we may be reluctant to reach out for help
- Insight into what matters most to us when we are in crisis
- Practical steps to set up a safe and non-judgemental space

How to start the conversation

In this guide we talk you through the beginning stages of supporting us in a crisis.

By the end of this guide you will have:

- Practical steps to set our conversation up for success
- Insight into building and maintaining positive relationships with us
- Tips to help us feel comfortable with you in-person, online and over the phone

So you want to talk about risk?

Risk is there whether we talk about it or not, but we understand that sometimes it can be tricky to discuss. This guide will take you through the conversation from our perspective, and will cover:

- Practical steps to have meaningful conversations with us about risk
- How to get our conversation back on track when things go wrong
- How to explore risk with us in a way that feels safe for everyone

How to wrap things up

In this guide we talk you through some practical ways that you can work with us to make a plan, and end the conversation. In this guide we will discuss:

- How can we build a plan that works for both of us
- How to wrap things up well
- How to end in a way where we both feel safe and secure