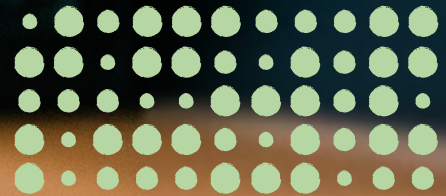





Samaritans Training & Engagement Programmes



Bring Samaritans' skills into your organisation 



A man with short brown hair, a beard, and black-rimmed glasses is smiling while talking on a black telephone. He is in an office setting with a computer monitor in the foreground and a desk with papers and a blue folder in the background. The background is slightly blurred, showing window blinds.

“ They have helped our staff to develop the emotional skills to cope with the personal stress of handling such emotive calls on a daily basis. ”

**Course attendee,  
financial services industry**

# For happier, healthier teams

Support your people and teams with training courses in emotional health, suicide prevention and workplace wellbeing

The last few years have been challenging. The impact of the global pandemic and the cost-of-living crisis is impacting everyone. Now more than ever, your people and teams' wellbeing is vital.

Every interaction is an opportunity to change, or save, a life.

Samaritans is the charity that provides free emotional support, 24 hours a day. We have been training people in emotional support, suicide prevention and wellbeing and resilience for 70 years.

Now we're bringing our expertise in training people in emotional support to organisations too.

Samaritans Training and Engagement Programmes (STEP) is here to support organisations to give their people and teams the skills to spot and support anyone struggling to cope.

**For information  
and booking:**



Email: [step@samaritans.org](mailto:step@samaritans.org)

Web: [samaritans.org/step](https://samaritans.org/step)

Tel: **020 8076 9672**

# Emotional health matters now, more than ever

## The case for investing in your people and teams

### For your people

- Around 1 in 4 people will experience a mental health problem of some kind each year<sup>1</sup>
- Three out of five people have experienced mental health issues due to work
- Stress, anxiety and depression are thought to be responsible for almost half of working days lost in Britain due to health issues
- For every £1 spent by employers on mental health interventions, they get £5 back in reduced absence, presenteeism and staff turnover<sup>2</sup>
- More than 6,000 people across the UK and Ireland die by suicide each year. Tens of thousands more attempt suicide. Suicides are preventable with timely, evidence-based interventions

### References

- 1 In England. According to Mind: [McManus, S., Meltzer, H., Brugha, T. S., Bebbington, P. E., & Jenkins, R. (2009). Adult psychiatric morbidity in England, 2007: results of a household survey].
- 2 Deloitte [<https://www2.deloitte.com/uk/en/pages/consulting/articles/mental-health-and-employers-refreshing-the-case-for-investment.html>]

## For your customers

- 1 in 4 of all UK adults have low financial resilience<sup>3</sup>
- Customers who suffer from poor wellbeing report lower satisfaction scores, than those who identify as having good or very good wellbeing<sup>4</sup>

3 Financial Conduct Authority [<https://www.fca.org.uk/data/financial-lives-2022-early-survey-insights-vulnerability-financial-resilience>]


4 Institute of Customer Service [<https://www.instituteofcustomerservice.com/research-insight/ukcsi/>]

Samaritans Training and Engagement Programmes (STEP) offers a suite of courses for organisations to give their people and teams the skills and confidence to build wellbeing, spot and support someone struggling to cope, be they a colleague, client or customer.

Our experienced and knowledgeable facilitators deliver interactive, engaging and impactful courses in half-day or full-day sessions.

“ Really impressive delivery style. I found the course interesting and constructive – made me question my personal style and approach. ”

**Course attendee, prison and probation ombudsman**



“What I have learnt today won't just be applied to my work life but also my personal and home life. I truly feel like I have come away with valuable life lessons. Thank you for supplying this training.”

**Course attendee, Managing Suicidal Conversations course**

# Samaritans Training and Engagement Programmes (STEP)

Discover our suite of courses designed to support your people and teams

## The benefits:

- Real-world transferrable skills gained that can be applied at work, and beyond
- Interactive and engaging learning experiences
- Skills practice in safe settings with experienced Samaritans practitioners
- Strengthened personal resilience and wellbeing
- Improved customer and staff experience

## The courses:

- Conversations with vulnerable people
- Managing suicidal conversations
- Building resilience and wellbeing
- Supporting your team (Managers' course)
- Making a suicide intervention
- Listening skills
- Understanding and responding to grief
- Understanding and responding to anger
- Recognising and managing trauma

# Spotlight on the rail industry

**Samaritans' training courses have been changing, and saving lives, for over a decade.**

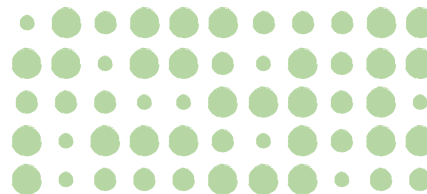
Samaritans has been delivering a range of training courses for the rail sector, both virtually and in person, to give rail staff the confidence and skills to look out for vulnerable people, teaching them how to start a conversation and get them to the point of safety, and signpost to further support.

Samaritans Training and Engagement Programmes (STEP) is supporting organisations to equip their people and teams with the skills and confidence to spot the signs and respond to someone struggling to cope.

Since 2010, over 26,000 railway staff have now been trained to identify and help vulnerable people, including Network Rail,

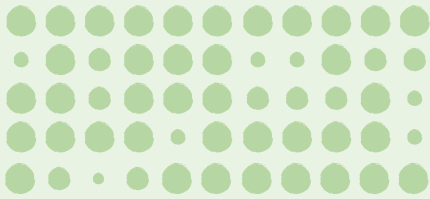
British Transport Police and train company staff who have completed the 'Managing Suicidal Contacts' course. More than one in five in the rail industry now have the skills to identify and help vulnerable people to safety.

Mobile Security Officer Karl, age 31, from Lingwood Security Management in partnership with Network Rail, was the 25000th attendee to do Samaritans' suicide prevention training this year. Three weeks later, Karl helped save a man's life.









“ My colleague and I were patrolling one of our train stations and we noticed a man sat down in the platform shelter. He was leant over and had his head in his arms crying. We went over and asked him if he was alright, and he said 'no I'm upset, I don't want to be here anymore' - so I knew we had to stay with him and try and help him. We were talking for about 20 or 30 minutes, but he was shivering. I said he could get warm

inside my truck around the corner. He was hesitant at first, but he agreed to come with us. He didn't stop crying the whole time we were with him. We called for an ambulance and just before he got in, he threw his arms around me and thanked me and my colleague.

I was so happy that we saved a life that day and that's thanks to the Samaritans course. ”

**Karl, course attendee**

# Discover our courses

Find out more about our range of courses,  
available in person and online:

 One day courses:

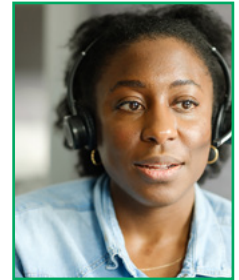
## Conversations with vulnerable people

- Identify factors that might create vulnerability
- Assess emotional health
- Recognise the signs of vulnerability
- Explore and practise active listening skills
- Learn to end conversations sensitively and effectively
- Signpost people to sources of support



## Managing suicidal conversations

- Gain an understanding of suicide in the UK
- Learn about the background factors and feelings that can lead to suicidal thoughts
- Recognise direct and indirect signs of suicidal ideation
- Develop skills to manage a suicidal conversation sensitively and effectively
- Explore strategies to assess and respond to risk





“ I gained new skills for starting a conversation and reflected on my own approach in supporting someone struggling to cope ”

Course attendee, NHS worker

## Building resilience and wellbeing

- Gain understanding of emotional health and resilience
- Gain understanding of the impact of stress on wellbeing – and how to spot the warning signs
- Identify how our emotional responses and thinking habits can impact resilience
- Explore ways to build resilience, enhance wellbeing and prioritise self-care
- Learn about ways to develop a support network

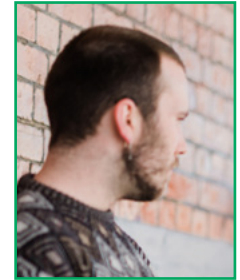


## Supporting your team (Managers' course)



- Gain an understanding of the connection between leadership roles and positive workplaces that supports team wellbeing and performance
- Learn about the importance of emotional health and resilience in your team
- Recognise the signs of stress in team members
- Develop your listening skills to have supportive conversations
- Explore ways to encourage and support individual and team wellbeing

## Making a suicide intervention

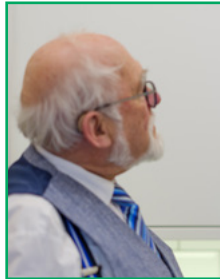


- Gain an understanding of suicide in the UK
- Identify the signs of someone at risk of suicide
- Explore the key actions of an intervention
- Learn how to approach and start a conversation
- Learn how to engage – sensitively and effectively – and how to move someone to safety
- Develop understanding of signposting for onward help and support

## Half day courses

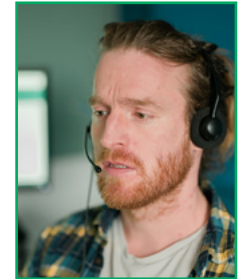
### Listening skills

- Develop active listening skills with interactive, supported practice
- Develop a range of open questions to explore facts and feelings
- Explore empathy through words and tone of voice
- Explore clarifying questions to ensure shared understanding
- Learn to end conversations sensitively and effectively



### Understanding and responding to anger

- Gain understanding of some of the common triggers of anger
- Gain understanding of physiological experience of anger
- Learn and practise techniques to respond to anger sensitively and effectively
- Explore ways to manage aggressive behaviour calmly and assertively



**We know that no two conversations and no two organisations are exactly the same. That's why we can work with you to tailor our course content to your organisation's specific needs.**

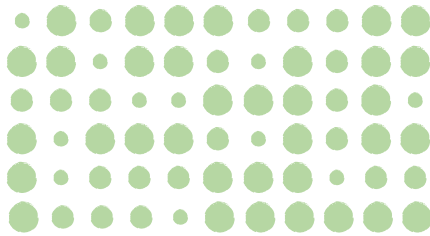
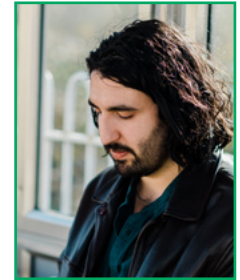
## Understanding and responding to grief

- Explore the stages of grief, with reactions and behaviours to look out for
- Learn and practise sensitive and effective responses
- Gain understanding of how anger can present in people who are grieving and how to manage that sensitively and effectively
- Learn where, when and how to signpost to sources of additional support



## Recognising and managing trauma

- Explore what trauma is and when it can occur
- Learn about the different ways in which trauma can affect people
- Gain understanding about the physical and emotional effects of trauma
- Learn about the long-term effects of trauma – and the signs to look out for in yourself and others
- Explore practical strategies to help you and others manage trauma
- Learn where, when and how to signpost to sources of additional support





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Samaritans is a registered charity

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