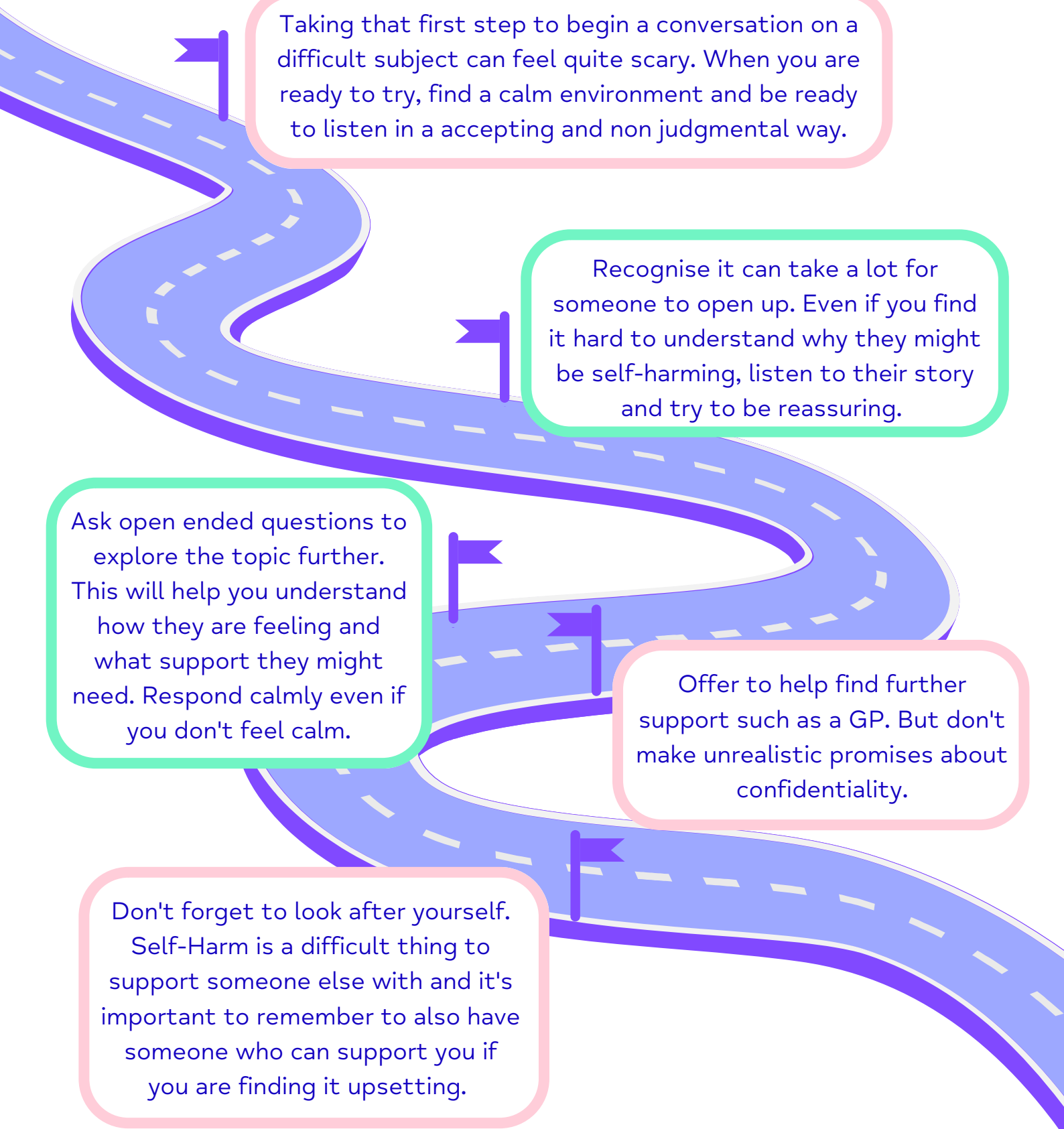


Conversation roadmap



Taking that first step to begin a conversation on a difficult subject can feel quite scary. When you are ready to try, find a calm environment and be ready to listen in an accepting and non-judgmental way.

Recognise it can take a lot for someone to open up. Even if you find it hard to understand why they might be self-harming, listen to their story and try to be reassuring.

Ask open-ended questions to explore the topic further. This will help you understand how they are feeling and what support they might need. Respond calmly even if you don't feel calm.

Offer to help find further support such as a GP. But don't make unrealistic promises about confidentiality.

Don't forget to look after yourself. Self-harm is a difficult thing to support someone else with and it's important to remember to also have someone who can support you if you are finding it upsetting.