

Familiar Individuals: Five Tips

Familiar individuals often face ongoing stressors and challenges, and they may have unique needs. Conversations with familiar individuals require creativity and patience. **The following tips can help:**

Connect Every Time	Demonstrate empathy, use supportive language, and convey warmth to establish a welcoming and caring space
Practice Patience	Remind yourself to be patient and convey empathy and non-judgment
Remain Open	Listen closely to try to understand new and different aspects of their concerns and how they are impacted by them
Avoid Assumptions	Nonjudgmentally explore—has anything changed since their last conversation, such as circumstances, thoughts, or feelings?
Focus on the Present	Intentionally ask about their current situation—what led them to reach out today and at this time?

For information go to the training Individuals Familiar to the 988 Lifeline. (10/25/23)



The **988 Suicide & Crisis Lifeline** provides free and confidential emotional support and crisis counseling to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States and territories.



For 50 years, **Vibrant Emotional Health** has been at the forefront of promoting emotional wellbeing for all people. Vibrant administers the 988 Suicide & Crisis Lifeline, funded by SAMHSA, providing 24/7, free, and confidential support for people in emotional distress across the United States and territories.