

Managing Your Emotions When Supporting Familiar Individuals

When supporting a familiar individual, you may experience emotional reactions, such as irritation, frustration, or a lack of interest. **Finding ways to manage your emotions and reframe the conversation is essential.**

Reframing how you think about conversations with familiar individuals can help you provide more effective support:

- Remember that the person's emotions are valid and **avoid taking their emotional reactions personally**—connection and validation are essential
- **Think of every conversation as a new opportunity to collaborate**, explore new solutions, and understand how previous suggestions were or were not helpful
- **Make an effort to understand** the person's motivations for reaching out again
- Remind yourself that **it's the challenges the individual is facing that are difficult, not the person themselves**
- Acknowledge and **support the person's decision to seek help**, the strength it takes to reach out, and the effort they are putting forth to address the challenges they are facing

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