

POSITIVE PHRASING

Here are some examples of ways we can respond to frequently asked questions about Samaritans. These aren't meant to be learned word-for-word, but rather to give you an idea about how to answer questions about Samaritans in a positive way. Remember, the person you are speaking to could be a caller, donor or potential volunteer.

What do Samaritans do?

We listen to you.

We listen to you and help you talk through your worries and troubles. We're not afraid to explore difficult areas with you. We won't judge you. We take you as you are, and respect whatever feelings or thoughts you may be having.

We're someone to talk to.

Simply having someone to talk to can help. Sharing your troubles with someone who gives you time, attention and wants to see things from your point of view can be a relief and a comfort. In fact, just knowing someone is there in case you need them can make you feel better.

We can help you feel calmer.

Sometimes feelings become intense and overwhelming. You may feel that you're at breaking point. You could feel trapped; that there's no way out. When you're in crisis, talking to us may help you to feel calmer and get through that moment.

Is everything I tell you confidential?

Samaritans' service is confidential, because we know people need to feel safe so they can be open about their feelings. No one outside of Samaritans will know what you have told us or even that you've been in touch with us.

Why can't I talk to you again?

Generally, you'll speak to a different volunteer each time you call, email, send an SMS text or visit. We're all trained to provide the same kind of support.

Why won't you talk about yourself or give an opinion?

We're here to give you time, space and our full attention. You don't need to ask how we are, or what we think – it's what you think and feel that is important.

Even if we relate to something you tell us, we won't discuss this with you. We all respond differently to different situations, what's important is what the experience is like for you.

Will you give me some advice?

We can help you to explore your options...

...and we'll support you to come to your own decisions about what's best for you. You're likely to know yourself better than anyone and be the best judge of what's right for you. We'll support you to take what steps you can to cope with what life has thrown at you.

We can help you see things more clearly.

Talking through your difficulties or writing about them can help you sort through your thoughts and feelings and see what's important and what's not. By listening to you and helping you talk through your troubles, we may help you see things more clearly.

POSITIVE PHRASING continued

We can help you find your own way.

We don't have a magic wand to make people's problems disappear. We know that life can be unbelievably tough. But, given the chance, many people are able to find a way through their problems themselves, if there is someone there giving them time and space to talk. We can help you to explore your options and come to your own decisions about what's best for you. Our support may help you find your own way forward.

Talking to us is a safe way for you to take the first step to seeking the help you might need. Sometimes, people find talking to us gives them the courage to seek other forms of help.