Supporting Your Friends or Students in Critical Incidents
Experiencing or witnessing a critical incident can be distressing. Having a supportive friend will make the process easier.
How to support your friends or students?
Listen and respect
- Try to find a quiet place to talk
- Respect privacy
- Do not go into details unless they are ready to do so
- Keep an open mind and respect different points of view
- Try to understand their feelings and thoughts
Acknowledge their strengths and the steps they have taken to help themselves and others.
Identify practical needs
• What are their concerns and worries? (Health, study, family?)
• Encourage them to take care of their safety and psychological well-being
Brainstorm with them possible options and do not give false promises
Identify sources of support and help them connect with support services if needed.
Take good care of yourself
If you are stressed when supporting others, you can try the followings:

- Take a break
- Know what you can and cannot do
If you need professional advice, call CEDARS-CoPE. Confidentiality is ensured.
Be kind to yourself and others