

CONVERSATION CARDS

HARRASED AND SUICIDAL STUDENTS



AAU STUDENT GUIDANCE

THE PURPOSE OF THE CARDS

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These conversation cards can be used when talking to a student who has experienced harassment or is at risk of suicide. When students approach a staff member, it is often after the incident has occurred. Therefore, these cards are not intended as crisis cards but contain uncovering and action-oriented questions, as well as referral options for students seeking help.

It is advisable to have a colleague present or inform a colleague that you are having a difficult conversation with a student.

CONFIDENTIALITY

You are bound by confidentiality, which means that the student can expect the information they share with you to remain private. To best assist the student, you may share the information internally at AAU, for example, with your supervisor or a sparring partner in the Study Service. However, it is always good ethical practice to inform the student about what information you are sharing and with whom

HOW TO USE THE CARDS

The conversation card can be placed on the table between you and the student and used as a tool to gain an overview of the situation. You do not necessarily need to use all the questions on the conversation card, but it is important to start with uncovering questions before moving on to action-oriented questions. You can, for example, open the conversation with:

"I have some cards with questions that can help guide our conversation today."

CONTACT

Feel free to consult with a student counsellor from AAU Student Guidance services (Open 9-15) or refer the student for a conversation with AAU Student Guidance services.

Find contact information for general student counsellors at campus Aalborg, Copenhagen or Esbjerg via the QR code.



AAU STUDENT
GUIDANCE

THREATENING AND VIOLENT BEHAVIOR – PHYSICAL/PSYCHOLOGICAL

ACTION AND REFERRAL OPTIONS

GAIN AN OVERVIEW: THE STUDENT GUIDANCE

If you need to discuss your experience confidentially and get an overview of available support, or if you need assistance on how to approach your Head of Studies, you can book a session with AAU Student Guidance (QR code).

PSYCHOLOGICAL AID: FAST TRACK

Your counsellor, study (board) secretary or Head of Studies can refer you to our internal fast track service, where you will be offered a confidential counseling process as soon as possible. Referrals are made through AAU Student Guidance (QR code).

REPORTING TO AAU

If you wish to report a fellow student or a staff member for harassment, please contact your Head of Studies.

REPORTING TO THE POLICE

If the incident involves a violation of the Criminal Code, it should be reported to the police.

- Emergency reports: Call 112
- Non-emergency reports: Call 114
- Written reports can be submitted via www.politi.dk

GENERAL PRACTITIONER

If you need a referral for treatment, please contact your own doctor.

CRISIS CENTER

Both the Women's Crisis Center and the Men's Center have trained staff to assist those who have experienced threats or abuse, whether physical or psychological.

For more information,
visit www.levudenvold.dk



AAU STUDENT
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THREATENING AND VIOLENT BEHAVIOR – PHYSICAL/PSYCHOLOGICAL

Sharing your experiences is the first step towards receiving help.

UNCOVERING QUESTIONS

- Can you describe what you've experienced?
- Who else is involved?
- How long has this been happening?
- Have things worsened over time?
- What would help you right now?
- Have you talked to others about your experience?
- In what situations do you feel safe and comfortable?

ACTION-ORIENTED QUESTIONS

- What would you like to happen?
- What options do you have to affect the situation yourself?
- Who in your network can you seek support from?
- Do you want to report the violation?
- Is there anyone who can pick you up from here?



BULLYING, HARRASMENT, STALKING, DISCRIMINATION, ETC.

ACTION- AND REFERRAL OPTIONS

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- Emergency reports: Call 112
- Non-emergency reports: Call 114
- Written reports can be submitted via www.politi.dk

GENERAL PRACTITIONER

If you need a referral for treatment, please contact your own doctor.



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- Do you want to report the violation?
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SEXUAL ASSAULT

ASSESSMENT, ACTION, AND REFERRAL OPTIONS

Start by acknowledging the importance of the student seeking help. Clearly explain that you are not the right person to assist in this situation, but that you are willing to guide the student to the appropriate resources. Referring them to the right help is crucial to ensure the student receives the proper support, and it also protects you as an employee, both ethically, legally, and in terms of workload.

REPORTING TO THE POLICE

The incident should be reported to the police if there has been a violation of the Criminal Code.

- 112 (emergency reports)
- 114 (less urgent reports)
- Written reports can be made at www.politi.dk

GENERAL PRACTITIONER

If you need a referral for possible treatment, you should contact your own doctor.

CENTER FOR RAPE VICTIMS / SEXUAL ASSAULT

Open 24/7, with trained staff available to assist those who have experienced rape or sexual assault. Visit www.voldtaegt.dk for more information.

GAIN AN OVERVIEW: AAU STUDENT GUIDANCE

If you need to discuss your experience confidentially and get an overview of further assistance, or if you need help approaching your Head of Studies, you can book a session with AAU Student Guidance (QR code).

PSYCHOLOGICAL AID: FAST TRACK

Your counsellor, study(board)secretary or Head of Studies can refer you to our internal fast track service, where you will be offered a confidential counseling session as soon as possible. Referrals are made via AAU Student Guidance (QR code).

REPORTING TO AAU

If you wish to report a fellow student or an employee for misconduct, please contact your Head of Studies.



SEXUAL ASSAULT

Sharing your experiences is the first step towards receiving help.

UNCOVERING QUESTIONS

- Can you describe what you've experienced?
- When did it happen?
- Who is involved?

ACTION-ORIENTED QUESTIONS

- What would help you right now?
- Do you want to report the incident?
- Who in your network can you seek support from?
- Do you need assistance with a referral?
- Is there anyone who can pick you up from here?



SUICIDAL

ASSESSMENT AND REFERRAL

If a student comes to you with thoughts of suicide, start by acknowledging the importance of them seeking help. Clearly inform them that you are not the right person to assist in this situation, but that you are willing to guide them to the appropriate help.

Referring them to the right resources is crucial to ensure the student receives the proper support, and it also protects you as an employee, both ethically, legally, and in terms of workload.

There can be differences in the degree to which the student is at risk of suicide. Therefore, on the next card, we have outlined screening questions to go through with the student, followed by action-oriented questions/instructions based on the assessment of the situation's severity (urgent/non-urgent need for help).

If you are in doubt or the student refuses help, call 114 (the police) for guidance

REFERRAL OPTIONS

URGENT

- Police, phone: 112 / 114
- General practitioner / on-call doctor

NON-URGENT

- Suicide Prevention Unit:
www.selvmordsforebyggelse.dk
- Lifeline (11 AM - 5 AM) phone: 70 201 201
- General practitioner / on-call doctor

DEBRIEFING

If, as an employee, you need to talk through your experience afterwards, you can contact AAU's HR department about your options for debriefing.



SUICIDAL

Suicide is never a solution!

UNCOVERING QUESTIONS

- Have you had suicidal thoughts for a long time?
- How often do you think about suicide?
- Have you attempted suicide before?
- Have you talked to anyone else about your thoughts?

URGENT NEED FOR HELP

- Who in your network can we contact?
- Contact the students doctor/on-call doctor to assess whether the student needs to be admitted to a psychiatric emergency department.
- Contact the police (114) if you need further guidance or assistance.

NON-URGENT NEED FOR HELP

- What can you do to calm yourself when suicidal thoughts arise?
- Who can you reach out to when these thoughts occur?
- Is there anyone who can pick you up from here?



DEBRIEFING AND SPARRING

HAVE YOU HAD A DIFFICULT CONVERSATION?

Always remember to talk through a difficult conversation. Your immediate supervisor knows what options are available for debriefing at AAU, such as HR's offer of free psychological counseling for employees.

SPARRING

AAU Student Guidance always offers sparring if you need to discuss a student's action and referral options.

Please contact: AAUstudievejledningen@adm.aau.dk





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