

Annotation

The purpose of this thesis is to introduce the problem of suicidal behavior of children, adolescents and young adults as well as the kind of work with such people in telephone crisis intervention. The theoretical part is based primarily on literature written by Czech as well as foreign authors. It describes the phenomenon of suicide, forms and kinds of suicidal behavior with the focus on the influence of developmental characteristics to a suicidal crisis within the above mentioned focus group. Further the specific ways of work and approach to this group of clients are mapped from the point of view of telephone intervention. The ethics of working with a client is treated as a subtheme of this thesis.

The practical part studies the approach of workers in phone intervention to suicidal clients and the way workers deal with possible ethical dilemmas. A methodological approach of qualitative research with semi-structured interview was applied. Interviews were conducted with selected participants from Linka Bezpečí.