

Diploma work deals with pragmatic and stylistic analysis of practice talks of a Safety Line for children and adolescents. Its aim was to map and to valorize spoken speech in the frame of telephonic helpline in Prague. There is an interpretation of psychological conceptions like a crisis, crisis intervention at the first part, which are for understanding of language analysis necessary and summary of variables, which can influence language speech of consultants of the Safety Line. I mean specific of telephone communication and understanding with a man in difficult life situation. Analysis, valorizing and exercise of psychological and language strategies (speech acts) during work with children is done on the basis of records of exercise talks on the Safety Line. Classification of this way acquired data make more effective method of handover of experiences in future didactic use not only for education of consultants of the Safety Line but also in schools.

This work demonstrates high individuality and variability of speech of all consultants of the Safety Line in spite of his institutional conception and uniform principles of telephonic crisis intervention.