

Responding to Clients in Crisis

Suicide Risk, Ethics, and CDP Practice

Course Outline

Workshop Description

This interactive workshop will help Career Development Practitioners build confidence in recognizing and responding appropriately to clients who are experiencing suicidal ideation. Participants will examine common signs, symptoms, and warning statements associated with suicide-related crisis situations while exploring the ethical responsibilities, scope of practice, and role boundaries of CDPs when supporting clients in distress.

Through case studies, discussions, and practical activities, participants will learn how to assess levels of concern using the CPR (Current/Previous/Resources) framework, communicate effectively with clients about sensitive concerns, and determine appropriate intervention and referral strategies.

Participants will also explore strategies for maintaining psychological safety, managing emotional reactions during difficult client interactions, and recognizing the impact of vicarious trauma and compassion fatigue. Participants will receive a practical one-page reference guide summarizing key response steps and resources.

Key Takeaways

- Recognize common signs, symptoms, and warning statements associated with suicidal ideation and suicide-related crisis situations.
- Apply ethical decision-making, scope of practice, and the CPR (Current/Previous/Resources) framework to assess risk and respond appropriately to clients in distress.
- Develop practical strategies for communicating with clients in crisis, making referrals, and managing potential vicarious trauma through self-care and debriefing practices.

Target Audience:

Career Development Practitioners and other professionals working in client-facing roles within the career development field.

Relationship to the Competency Framework for Career Development Professionals:

1. Professional Responsibility
2. Ethics and Regulations
3. Client-Practitioner Relationships
1. 7. Health & Wellness
2. 8. Communication
3. 11. Service Delivery Process
4. 16. Referrals to Professional Services

Trainer Profile

Diane Moore, M.Ed., CCDP, is a Professor in the Career Development Practitioner Post-Graduate Certificate Program at George Brown Polytechnic, where she specializes in the design and delivery of online learning for Career Development Practitioners. In 2015, Diane received the first Certified Career Development Practitioner (CCDP) designation awarded by the Career Development Practitioners' Certification Board of Ontario and has renewed her certification three times since then, including transitioning to the national credential in March 2025. She completed an Online Teaching Certificate through the Online Learning Consortium in 2015 and led the design of synchronous and asynchronous virtual courses for the current CDP program launched at George Brown in 2018. Diane has published more than 2,000 articles and facilitated workshops for thousands of participants on topics including job interviews, career management, navigating change, personality styles in the workplace, and supporting clients experiencing mental health crises.

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