

## **Ethical Charta for the personality as a listener**

Listening in a crisis center is committed to the humanistic-democratic values and common welfare. It provides a training-based qualified activity of voluntary staff members attending on the telephone, by mail and chat. The attendance serves the aims of listening, relief, emotional support and stabilization. Within these tasks competence in holding a conversation and forming a relationship are the foundation of attendance.

In practical counseling openness, discretion and dissociation stand in tension to each other. The media-communicated contact constitutes itself in respect for human dignity and personal independence of the client on one hand and in ensuring the own personal rights of the listener on the other hand. To maintain both is characteristic for a successful devotion to others.

Listeners respect at any time the dignity and integrity of the client. This concludes that they never abuse their own authority and professional competence. They don't go into private, professional, sexual or economic dependencies with the client, neither verbal, in writing nor in person.

## **Self-commitment as a listener**

- As a member of a crisis center I carry responsibility for consulting and counseling practice with awareness for possible personal and social implications for the client and I grant high value to the personal responsibility and self-determination of clients. I conduct myself in such a way that predictable and foreseeable damage is prevented.
- As a listener on telephone and internet I pay attention to clarity of roles and dissociation from other counseling disciplines like psychological and psychotherapeutic counseling, law consulting or medicinal consulting.
- As a member of a crisis center I am obligated to deal in a sensitive and confidential way with any data and facts which I receive in contact with clients. I respect anonymity and discretion regarding the person and the concern of the client. Team discretion is exempt from this.
- Listening in a crisis center bans all form of border violation in word and deed. I commit myself to refrain from any kind of accepting benefits and of abuse – whether in favor of economic, social, sexual or other personal interests.
- I respect the protection of the personality and commit myself to a responsible conduct with power and dependency in contact with the client. Therefore any privately arranged meeting between clients and members of a crisis center always is cross-border.
- As a member of staff in a crisis center I commit myself to being cooperative and to acting like a good colleague. Cooperation and conflict resolution go in accordance with the principles of mutual respect and openness.
- As a member of a crisis center I commit myself to regular further training and reflexion of my consulting/counseling practice.