



Starting The Conversation

Talking about mental health can help those around you be happier and healthier. It only takes 10 minutes together to start a meaningful conversation with a family member a friend or a colleague . The skill is in being real, in the moment , actively listening and showing empathy.

57% of UK employees say they have experienced mental health issues at work but less than half felt confident about talking about it . Around 10 million people will experience a mental health issue in the UK

Lets start..... choose a setting...switch off your phone

<ul style="list-style-type: none"> • Approach in a sensitive manner • Make a drink it's a great way to ask someone "How are you" and ask for a quiet private chat 	<ul style="list-style-type: none"> • Meet outside of work • In a neutral setting . café or lounge area 	<ul style="list-style-type: none"> • Makes sure you have plenty of time . Don't appear to be in a hurry . If 10 mins is not enough , be prepared to give longer
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Talking Tips

<ul style="list-style-type: none"> • Keep the chat positive and supportive. • Explore issues and how you might help 	<ul style="list-style-type: none"> • Keep your body language open and non-confrontational 	<ul style="list-style-type: none"> • Show empathy and take them seriously 	<ul style="list-style-type: none"> • Do not offer negative advice like "cheer up , don't be miserable" " get a grip" 	<ul style="list-style-type: none"> • Be aware of cultural differences in how you communicate eg space and eye contact make sure it's appropriate
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Questions to ask

<ul style="list-style-type: none"> • How you feeling at the moment ? • How long have you felt like this? • Are there any work related factors which contribute to how you are feeling? • Is there anything we can do to help?

Listening well

<ul style="list-style-type: none"> • Give your full focus • Do not interrupt, • Listen to their tone • Watch the body language for clues 	<ul style="list-style-type: none"> • Get on their wave length • Place yourself in their shoes • Show that you hear • You understand them
<ul style="list-style-type: none"> • Accept them as they are • Respect their feelings, values and beliefs 	<ul style="list-style-type: none"> • Listen non-judgementally • Be genuine • Accept the person and their values

The next steps

<ul style="list-style-type: none"> • Keep the conversation going. • Follow it up and reassure that you are always there for them, and mean it 	<ul style="list-style-type: none"> • Offer support and sign post where support is available 	<ul style="list-style-type: none"> • Encourage them to seek professional help as well as family and friends • To use the confidential help lines • Counselling • Retail trust • Wellbeing hub • PLS website
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