

Top tips for a conversation about wellbeing

1. Listen



Giving someone the time and space to share how they are feeling can be so valuable. You don't need to offer solutions and are not there for clinical advise, its great just to listen, be supportive and signpost to additional resources if appropriate.

2. Location and time



If possible find a suitable location, where they feel comfortable, you wont be disturbed or distracted, and you don't have to rush the conversation.

3. Confidential



The conversation is confidential, and should only be shared as agreed.

4. Curiosity



Approach the conversation with curiosity, try not to judge or make assumptions and use open questions.

5. Compassion



Bring kindness to the conversation, let the person know they are not alone and discuss what the person needs to feel supported.



6. Be patient

The conversation should be employee led, they should focus on what is important to them and taken at their pace even you want to know more or get them help immediately.



7. Feeling focused



Remember this is not a performance review or being used as a way to judge the quality of their work, the focus should be on wellbeing and how that person is feeling.



8. Check in regularly

The conversation is on-going and changing, its important to keep communication open and ongoing.



9. Be prepared and inclusive

Know your colleague and consider their needs, the support needed will different for everyone.



10. Stay calm

It may be upsetting, but staying calm will help the person feel calmer and feel able to share information with you.



Conversation Prompts

- How are you feeling?
- How are you coping?
- How are you showing up today?
- What can I do to best support you?
- What's been the best part of your week so far?
- What have you been reflecting on since we met?

