

# Let's Talk



Supporting Mental Health at Work: *How to have the conversation?*

Helping your team feel supported starts with an open, empathetic conversation.  
Here's how to approach it effectively:

## 1. Create a Safe Space

- Choose a private, comfortable setting.
- Show that you're available - no distractions.
- Be patient - don't rush the conversation.

## 2. Start the Conversation

- Use open-ended questions: "How are you really doing?"
- Express concern in a non-judgmental way: "I've noticed you seem a bit different lately — how can I support you?"
- Normalise talking about mental health: "We all have ups and downs; I'm here to listen."

## 3. Listen, Don't Fix

- Give your full attention — listen more than you speak.
- Reflect back what they say to show understanding: "It sounds like you're feeling overwhelmed."
- Avoid jumping to solutions — sometimes, they just need to be heard.

## 4. Offer Support, Not Pressure

- Ask how you can help instead of assuming.
- Encourage professional support if needed: "Have you considered speaking with someone?"
- Follow up later to show ongoing care.



Scan to watch a short video on how to have meaningful, empathetic connection through conversation

Remember to remind colleagues about workplace resources available to them, and that improving wellbeing takes time - even small steps make a difference!