



**Let's Talk**



# Seeing who's struggling isn't always obvious.

Chances are 1 of your 3 mates needs to talk.  
Conversations are an essential part of looking  
after your mates, and could save their life.



# WHY?

You have noticed changes in:

- behaviour;
- attitude;
- outlook;
- interactions;
- physical appearance;
- interest;
- job performance.



# HOW?

## Be prepared:

- Think about what you want to say.
- Remember you won't have all the answers (which is ok).

## Find time:

- A time when you won't be interrupted and you are in a good headspace/clear mind;
- That is convenient for both of you.



# WHERE?

- A neutral place is best. Private, with minimal interruptions;
- Away from the immediate work environment could be an option.

## INITIATING THE CONVERSATION

- Invite them for a chat.



# WHAT DO I SAY?

**Ask open questions like:**

**"How are you going?"**

"I've noticed that you're not quite yourself lately.  
How are you travelling?"

"We've not talked for some time, and I  
wanted to catch up on how things are with  
you, what has been happening?"

**BE RELAXED**



# COMMENT ON THINGS YOU HAVE OBSERVED

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**"I've noticed that you seem really tired recently."**

**"You seem less chatty than usual. How are you going?"**

**"I've noticed that you seem a little distracted at the moment, can I help?"**



# LISTENING

It is sometimes hard to listen when you want to help solve the problem.

## Key things to remember:

- Park your judgements and take what they say seriously;
- Try not to interrupt or rush the conversation;
- Sit quietly and allow them time to think;
- Encourage them to explain;
- Let them know you are asking because you are concerned.



# EMOTIONS

If they get angry or upset - stay calm and don't take it personally.

Allow them to express their emotions and show them that you are interested in what they are saying.



# EXPLORE OPTIONS:

**Ask:** "How can I help?" or "How  
can I assist?"

"Where do you think we can  
go from here?"

"What would be a good first  
step?"

"Have you spoken with  
family, a GP, EAP or peer?"

## WORKPLACE RESOURCES:

**EAP**

Insert Number

**Chaplain**

Insert Number

**Wellbeing Coordinator**

Insert Number

**Occupational Psychologist**

Insert Number



# AT RISK?

If you believe at anytime that the person is at risk of self harm, it is important to check. Ask them if they have had these thoughts and obtain the assistance of support such as a Peer, the Wellbeing Co-ordinator or Occupational Psychologist.

Remember not to leave them alone. Wait with them whilst they speak with any chosen support or they give you permission to make contact with a support option on their behalf.

**This may be difficult but it doesn't happen very often.**



# FOLLOW UP

Remember to follow up in a few days to check in and see how the person is doing.

It is also a chance to see if they have acted on any of the options discussed and whether or not you can help.

It is important to remember that it can take some time before someone reaches out for professional help, so maintain contact and remain positive.



# SELF CARE

**Having challenging, difficult or emotional conversations can be very confronting.**

It is important that you take care of yourself and reach out to your supports. You can always speak to a Peer or other confidential support options provided, about any concerns you may have.

Take some time for yourself, do something that you enjoy.

**Stay optimistic.**

