

HOW TO INQUIRE ABOUT A DIRECT REPORT'S MENTAL HEALTH



As a leader, regularly prioritise your team's mental well-being in catch-up conversations. Encourage open dialogue to better support them through challenges.

They may not want to share details so give them time and space as needed. Treating their issues confidentially, being non judgemental, open and empathetic may in time help them to feel safe to share which can give you more of a steer as to how to best support them but don't push too much - it's entirely up to them.

- **Say:** Hi [insert name], I'm concerned for you as you don't seem yourself lately? Is there anything I can do to help?
- 👂 **Listen:** Offering help may encourage them to share how they are feeling or will at least give you an opening to review what support you might be able to give. Depending on their response:
- **Say:** I'm concerned for your well-being. Do you have some support or other help around you at the moment? Is there anything that's happening at work that's contributing to this? Would it help you to have some time away from work to deal with this?
- 👂 **Listen:** Understand how it must feel for them and to ascertain how you can best support. If they share a bit about what's going on, you can move to look at ways that you can help with their work e.g. greater flexibility, some time off but be lead by them and keep asking open questions to encourage them to tell you, rather than you telling them.

HOW TO INQUIRE ABOUT A DIRECT REPORT'S MENTAL HEALTH



How to wrap up the convo:

Say: I'm here for you if and when you want to talk but there are also lots of additional support helplines out there so please don't deal with this alone. Please let me know what you need once you've had a chance to think this through.

Next steps to consider:

Check in regularly and offer any employee assistance options your company might have access to. There are also loads of specialist support agencies and charities on line that you could signpost them to if they are open to that - check for relevant organisations linked to their need:

Dealing with these things can be emotional for you as the people leader so you may also want to access support for yourself or 'offload' to one of these teams so that you can do that confidentially.

For extra information on dealing with mental health please contact your company HR or refer to government guidance and legislation.

