

Watch Out For Your Workmates

If you've noticed someone is acting out of character, follow these tips on how to reach out to your workmate. **One conversation may make all the difference.**

BE AWARE OF THE SIGNS

These may be physical cues or changes in mood and behaviour.

- Have they become more distracted or forgetful?
- Are they talking less?
- Are they taking longer to respond to emails?
- Do they seem more irritable or frustrated?
- Is their body language more withdrawn?
- Do they appear tired or fatigued?

LISTEN

Listen actively.

Do:

- ✓ Be curious. Ask questions.
"Can you tell me more about that?"
"What are your concerns right now?"
"Can you help me understand what has been going on?"
- ✓ Validate and acknowledge
"I hear you."
"That sounds really hard"
"That sounds like a lot"

CHECK-IN

Choose an appropriate time and place. Approach your colleague, explaining why you are having the conversation. Be clear that you are concerned about the person and give specific examples of the observed behaviour change that sparked your concern.

"I've noticed...are you OK?"

"I just wanted to check-in. I've noticed..."

Remember, this is an observation, not an accusation.

Do not:

- ✗ Interrupt. Just listen and at the end summarise what you have heard to check that your understanding is correct.
- ✗ Go into solution mode or counsel. It is not your responsibility to "fix" the problem or "save" your colleague – giving solutions may make the situation worse.

ENCOURAGE ACTION

Know your limits. Remember, it is not your role to be a counsellor or psychologist.

"Have you thought about talking to your GP?"
"Have you tried calling our EAP?"

FOLLOW UP

Don't just leave it there, it is very important to check in with the person regularly to see if they are OK. Have a follow up conversation at the right time.

If you have concerns about the psychological welfare of a team member, AWS Wellness Checks can help. Our experienced counsellors have many years of experience and can provide informed recommendations on how to support your people when they need it most.

Find out more at www.accesswellbeing.com.au or by phoning **1300 66 77 00**.