

3 Face

STEP 3:

A conversation can be difficult, but needs to occur to help the person and help you at work.

Healthy Life Means...

Looking

Identifying

Facing

Empowering

Do this first

Continue documenting and collating records on the [Notes](#) page.

Have you reviewed your findings and considered an appropriate setting?

PLANNING

- How will you inform the person of why you're having the meeting?
 - Phone Call Face to face
- Have you planned for different scenarios – e.g.
 - performance management
 - does the person want support at the meeting
 - the person doesn't want to meet
 - the person gets emotional?
- Have you allowed enough time? Allow more than less. Maybe have a meeting late morning.
Record time _____
- Is the setting a private quiet space and at a time that suits? Review both your and the persons' commitments. Maybe meet in a coffee shop.
Record Location _____

Initiate the Meeting

- Have all of your information ready.
- Remember open posture, good eye contact and body language is important.
- Explain why you are having the meeting – you are concerned about them – their physical or behavioural changes using examples:
e.g. "I'm concerned about you. You are a very competent worker but I have noticed lately you are having trouble with".
"You don't seem yourself and I'm wondering if you're OK? Is there anything that is contributing?"
"I don't want to intrude on your privacy, but something is impacting on you at work and I'm concerned/I have a duty of care to you and others". "I want you to know what help is available".

Continuing the Conversation

- Guide the conversation with questions that help explore – you want the person to do most of the talking – silence is not necessarily bad.
- Listen without judgement. Ask open-ended questions.

Do this first

If the person appears uncomfortable or unwilling to talk:

- Encourage the conversation along with examples of the behaviour that has changed in recent times "How has that made you feel?", "How long have you felt this way?", "What do you think may have caused this reaction?", "Are you getting any assistance, support from others, medical assistance?"
- Give the person time to reply – silence is not necessarily bad.

Acknowledge there is an issue

- Don't rush to solve problems, but let the person know solutions are available when they are ready to start exploring them.
- Paraphrase or reflect back to the person the main concerns to show you understand.
- Use clarifying questions if there is something missing/wrong e.g. "It seems to me that you're saying..."; "What have I missed...?"
- Reassure the person and ask them what they would like to do from here.



Don't do this

- Schedule too little time to have the conversation, or schedule in-between back-to-back meetings.
- Try to diagnose a medical condition.
- Agree with thoughts or beliefs that are out of context.
- Speak down to the person or use derogatory terms (e.g. schizo or crazy).
- Don't treat the person as an invalid.
- Don't assume that you will be able to 'cure' the person of their mental illness.
- Don't assume that a single conversation will be all that is required.