

Practical examples of phrases you can use in mental well-being conversations

How to start

"I noticed you have been less present than before in our team meetings, which made me feel a bit worried. Is there anything you would like to share with me?"

"I wanted to let you know that I am here to support you, and that we can talk about it"

"This is going to be a confidential conversation, you are in a safe space, I will not share anything you say with anyone - unless you want me to."

How to hold a safe space

"I can understand why you would feel that way."

"It is normal to feel that way in this situation"

"Thank you for sharing that with me."

"I am sorry this happened to you"

"It's okay to feel sad/upset/disappointed. Take your time to process your emotions."

Body language speaks volumes: nodding and other non-verbal cues to convey empathy and understanding and are usually the best thing you can "say".

How to conclude

"You don't have to go through this alone, I'm here to support you, alongside your colleagues and loved ones.

I also encourage you to explore our partner OpenUp, who can provide you with mental well-being support. I will send you some information today on how to use their services if that is okay".

"I will check on you in X days again. Feel free to reach out to me if you need me."

"Is there anything I can do to support you?"

"I have checked our HR policies and you can... [explain resources available, such as days off or any other support]."