

# R U OKAY?

If you notice someone who might be struggling - start a conversation. Follow these simple steps to help a friend or colleague with their mental wellbeing.

## 1. Trust your instincts

Got a niggling feeling that someone you know or care about just isn't themselves? By starting a conversation that person will know you're someone who cares enough to ask.

## 2. Getting ready to start a conversation



To help you decide whether you're ready to start a meaningful conversation, ask yourself:

- **Am I ready?** Am I willing to listen? Can I give as much time as needed?
- **Am I prepared?** Do I understand that if I ask is someone's okay I might get the answer "No, I'm Not"? Do I understand that I can't fix problems? Do I accept they might not want to talk?
- **Have I picked my moment?** Am I somewhere private? Will it be a good time for them to have a chat? Have I made sure there's enough time?

## 3. Having a chat



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| <ul style="list-style-type: none"><li>• Be relaxed, friendly and concerned in your approach.</li><li>• Ask "How are you going?" or "what's been happening?"</li><li>• Mention specific things that have made you concerned for them.</li><li>• Am I comfortable if they get upset?</li></ul> | <ul style="list-style-type: none"><li>• If they don't want to talk, don't criticise</li><li>• Tell them you're still concerned and you care about them.</li><li>• Avoid a confrontation.</li><li>• You could say: "Let me know if you ever want to chat" or "Is there someone else you'd rather talk to?"</li></ul> |
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### Listen without judgement:

- Take them seriously and don't rush. Don't judge their experiences or reactions
- Be patient if they need time to think. Encourage them to explain by asking questions
- Show you've listened by repeating back what you've heard in your own words and ask if you've understood properly

### Encourage action and check in

- Ask how they'd like to be supported or suggest something that may have helped you
- Encourage them to see their GP or call HELP on **0800 028 5147**
- Stay in touch and check back with them in a couple of weeks to ask 'how's it going?'