

Supporting a colleague



Be attentive. Notice the signs that someone might be struggling – changes in behaviour, attitude, health, relationships or performance. Learn more on our web page [I'm worried about someone else](#)

Be patient. If they're not ready to talk the first time you try, that's ok. Let them know you're there for them.



Be a good listener – focus on the other person, try not to interrupt or offer a solution, and don't feel you need to fill a silence.

Be a problem-sharer not a fixer. Don't feel you have to have all the answers – ask what they need and help them with this if you can.

Be trustworthy. Do what you'll say you'll do and respect their confidentiality unless you think they're at risk

Be curious. Ask open questions, you'll get a better idea of how someone's feeling if you avoid questions which can be answered with 'yes' or 'no'.



Be thoughtful. Pick an appropriate time and place when you will have privacy, long enough to talk, and will both feel safe.

Be a bridge to support. Know what help is available and help colleagues access the support they need. Refer to the information on our [Find Help](#) web page.



Be direct. If you're concerned someone is having suicidal thoughts, ask them about this. You won't make things worse and you can help them stay safe for now.

Be kind to yourself too. Have a look at our staying well tips and other resources on the [Coping and Self-Care](#) section of our website.

