



SUPPORTIVE CONVERSATIONS

Tips to guide a supportive conversation

BE OBSERVANT AND NON-JUDGEMENTAL

Pay attention to changes in behaviors, but do not jump to conclusions. Stick to the facts and do not insert personal opinion or beliefs.

E.g “I’ve noticed you have been late three times this week” as opposed to “You’re always late.”



CREATE A SAFE ENVIRONMENT AND MAINTAIN CURIOSITY

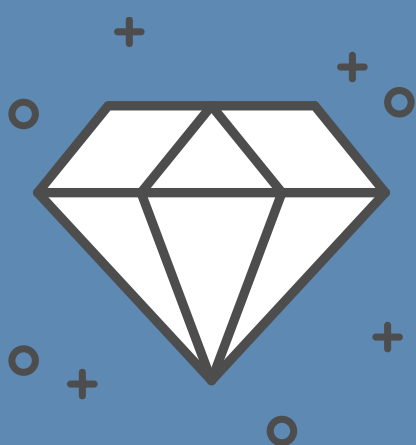
Ensure employees feel comfortable discussing sensitive issues without fear or retaliation.

You have time to give your attention to a 1:1 conversation, private space, open body language, continue to ask questions and get clarification. E.g “You mentioned [blank] can you provide me with more information on what you meant by that.”

LISTEN ACTIVELY AND EMPATHETICALLY

Let employees speak openly, and ensure they feel heard and supported. This fosters trust and a sense of safety.

E.g “Thank you for sharing that information and being vulnerable, I can imagine that this has been difficult for you and I am here to support you.”



OFFER RESOURCES AND PROVIDE ACCOMODATIONS

Explore practical solutions and offer to create a plan to support, such as adjusting workloads, offering counselling services and allow flexibility where possible.

E.g “Let’s review your workload and see where we can offload, so you are able to prioritize getting in touch with your counselor.”

FOLLOW UP AND CHECK IN

Review the current plan in place and set follow up meetings to ensure the employee feels supported and to monitor progress.

E.g “I am going to review what we went over today and set up a time to meet next week. We want to ensure you are feeling supported and see what is working and where we may need to pivot.”