

Gold Folder

person to see signs that a colleague is in distress, or they may have come to you specifically to ask for your help. Use this guide to familiarize yourself with common signs of distress, and the steps you can take to help.

Respond

It is okay to feel uncertain about how to respond. You don't need to have all the answers. Being there to support your colleague is often the most valuable thing to do.

Approach

If possible, move to a discreet and appropriate environment. It is okay to ask and express concern. Be specific about the behaviour that worries you. Say what you see.

Listen

Listen non-judgmentally, without bias, having an open view. Listen actively, ask open-ended questions, and help them feel heard and understood.

Support

Acknowledge their thoughts and feelings in a compassionate way. Offer hope and reassure them you care and want to help.

Refer

Your role is not to diagnose or treat, but you can share that confidential help is available. Early intervention plays a key role in creating healthy

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