

Confidence in Supportive Conversations



... leave that to the clinicians



Developing skills for supportive conversations

Learn to...
S.E.W.



SEEK FIRST TO UNDERSTAND
+ open mindset

EXPLORE
+ listen, ask questions

WHAT NEXT?
+ ask, "What do you want to do?"
+ provide support options

Active Listening

"Rarely can a response make something better, what makes something better is connection."
Brené Brown

- + Non-verbals
- + Encouraging
- + Clarifying
- + Reflecting
- + Silence
- + Empathising
- + Summarising

- + 20% me - 80% you



Ask OPEN Questions: How? What? Where? When? Who?



Avoid question stacking

e.g. how are you? What happened to you yesterday? Your colleague said you were in a bad mood, is that right?

Ask **ONE** question at a time



Now What's going on for you at the moment?

Re-wind When did this all start?

Fast forward What do you want to happen next?

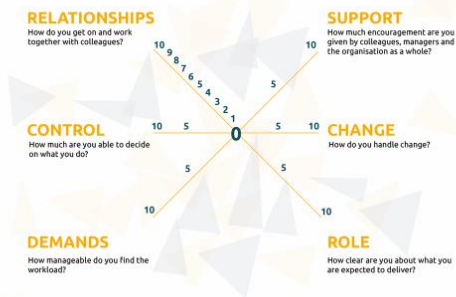


Temporal distancing In 6 months time, if this situation carries on, how will you be dealing with it?



Mental Wheel of Fortune

+ Score yourself in each area (10 = coping well)



6 management standards of stress



The Health & Safety Executive's six management standards of stress account for the key reasons for stress in the workplace. When handled well, they create a mentally healthy culture.

Score each area, then using active listening and open questions, consider:

- + What's going well?
- + What's not going so well?
- + What can you do about it?

Revisit regularly

Internal Support Options

- + Wellness Action Plan
- + Mental health champions
- + HR
- + Employee Assistant Programme
- + Employee Counselling
- + Occupational Health

National Support Options



116 123



0800 83 85 87
www.breathingspace.scot



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www.depressionuk.org



03444 775 774



www.bipolaruk.org



0808 801 0677



0800 9177 650



www.relate.org.uk

Further information:

HSE: <https://www.hse.gov.uk/stress/standards/>

Brené Brown: *Dare to Lead*

https://www.ted.com/talks/brene_brown_the_power_of_vulnerability?language=en

Ethan Kross: *Chatter*

L.David Marquet: *Leadership is Language*