

Mental health response:

A guide for people leaders

UK, late 1995.

There's always a simple solution.

It's your job to respond to a potential mental health issue.



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Ask relevant questions that don't invade privacy.

How is this person's mental health effecting work?

How is work effecting their mental health?

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It's your job to respond to a potential mental health issue.

Ask relevant questions that don't invade privacy.

How is this person's mental health effecting work?

How is work effecting their mental health?

Mental health isn't a 9 to 5 thing.

How many mental health conditions are there?

What will we be covering?

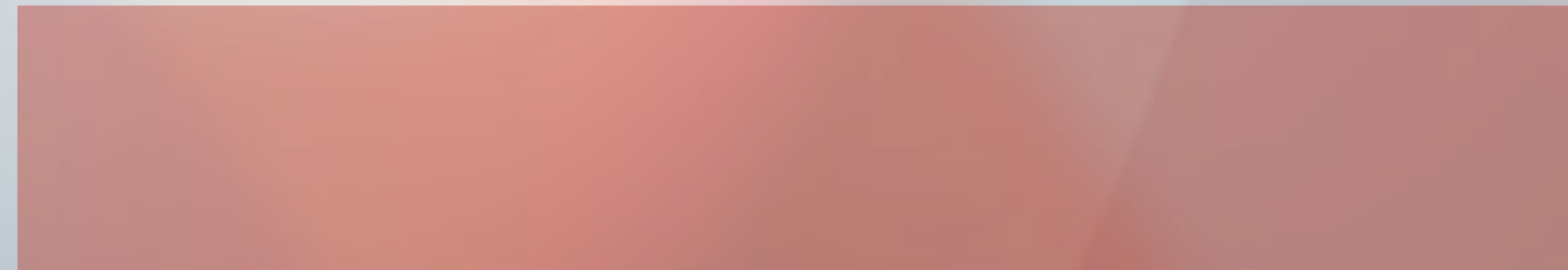


What will we be covering?

The foundations.

Key questions to ask.

Emergency, crisis, or ongoing struggle.

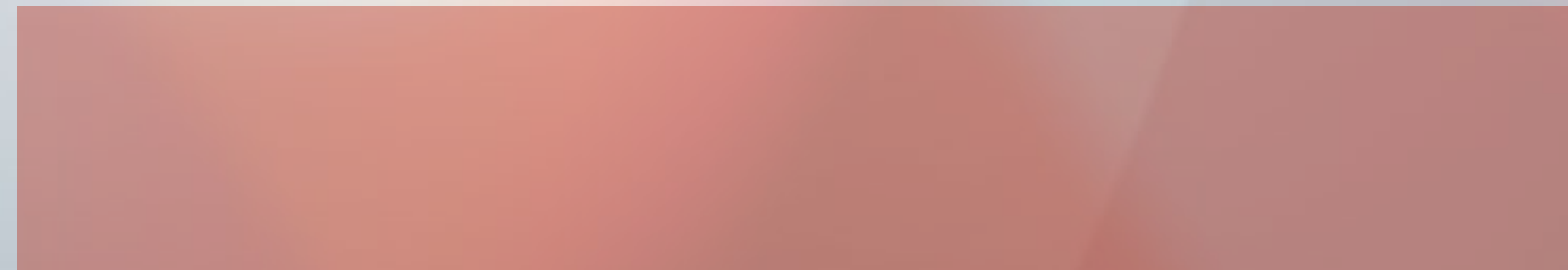


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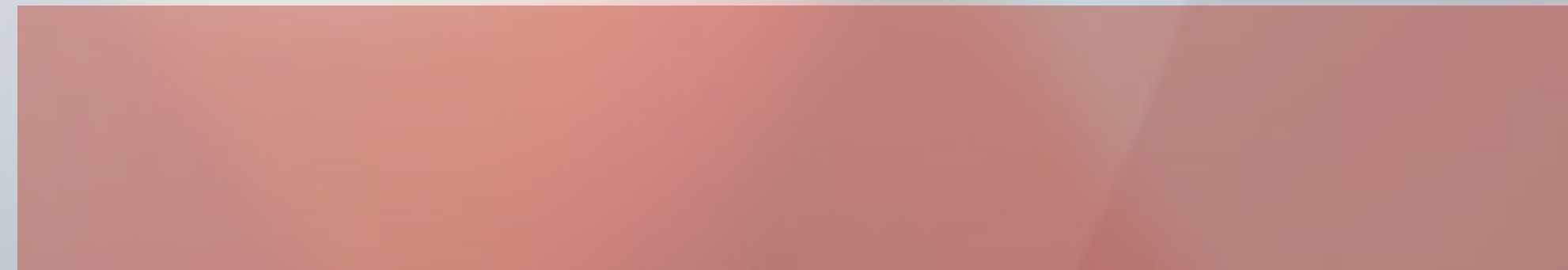


What will we be covering?

The foundations.

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What **won't** we be covering?

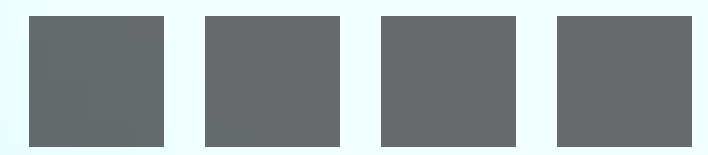
The foundations.

Key questions to ask.

Emergency, crisis, or ongoing struggle.

Diagnosis or therapy.

Foundations.



Foundations.

Let people know you care.

Make mental health conversations routine.

Notice behaviours.

Talk to the person directly.

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Talk to the person directly.

What you do in the room.



What you do in the room.

Make a nice warm cup of tea.

What you do in the room.

cup

Calm.

cup

Calm. Understand.

cup

Calm.

Understand.

Plan.

cup

Calm. Understand. Plan.

Behaving calmly helps you both.



Calm. Understand. Plan.

Behaving calmly helps you both.

What's one thing you've done to calm yourself?

Practice that thing so it's there when you need it.

Calm. Understand. Plan.

Behaving calmly helps you both.

What's one thing you've done to calm yourself?

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Calm. Understand. Plan.

Understand so you can plan.



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Is this an emergency, a crisis, or a struggle?

Listen and ask questions confidently.

Calm. Understand. Plan.

Understand so you can plan.

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Calm. Understand. Plan.

Questions should *connect* with work.



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Questions should connect with work.

Is this question related to how they are feeling or coping at work?

“I keep crying.”

Calm. Understand. Plan.

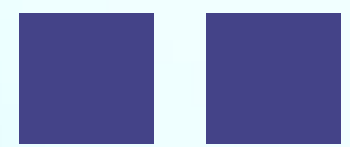
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Is this question related to how they are feeling or coping at work?

“I keep crying.”

Calm. Understand. Plan.

People open up with *open questions*



Calm. Understand. Plan.

People open up with open questions

Closed: Are you coping with your workload?

Open: How do you feel about your workload?

Calm. Understand. Plan.

People open up with open questions

Closed: Are you coping with your workload?

Open: How do you feel about your workload?

Calm. Understand. Plan.

People open up with open questions

Closed: Do you like your work?

Open: What do you like and not like about work?

Calm. Understand. Plan.

People open up with open questions

Closed: Do you like your work?

Open: What do you like and not like about work?

Calm. Understand. Plan.

People open up with open questions

Closed: You slammed the door, are you upset?

Open: You slammed the door, what happened?

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People open up with open questions

Closed: You slammed the door, are you upset?

Open: You slammed the door, what happened?

Calm. Understand. Plan.

Three great questions to ask



Calm. Understand. Plan.

Three great questions to ask

What else are you comfortable telling me about?

How long has this been going on?

What do you think might help?

Calm. Understand. Plan.

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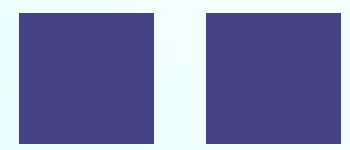
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Calm. Understand. Plan.

Understanding *risk*



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Understanding risk

“I’m worried about my baby because I...”

You don’t have to carry what I have to carry.

Calm. Understand. Plan.

Understanding risk

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Suicide: Trust your gut & be direct



Calm. Understand. Plan.

Suicide: Trust your gut & be direct

Are you so distressed you're thinking about suicide?

Do you have a plan and a way to carry out that plan?

How likely are you to do it from 1-10?

If you did, when would it be?

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Emergency, crisis, or ongoing struggle?



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Emergency: Immediate danger to self or others

Call 111 or go to ED.

What if you get it wrong?

Principle 11(1) (f) (ii) of the Privacy Act (Section 22) applies.

Jill and John.

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Crisis: Suicidal thoughts, psychosis with no insight, paranoia

If they want help:

Contact someone who can actually do something.

A therapist, your EAP services, a supervisor, the crisis team.

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Suicidal thoughts

Stay with the person until there is a plan and a guarantee they will not suicide.

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If they don't want help:

Seek advice for yourself.

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Ongoing struggle: No immediate safety issues

If they want help: be the bridge

Take your time.

Know your resources (EAP, 1737, CADS, Shine, GP).

The plan should keep them engaged at work.

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Ongoing struggle: No immediate safety issues

If they don't want help:

You can seek advice anonymously.

You can only do what you can do.

The obligation goes both ways.

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And finally... always end with **hope**.