

Top Tips for RUOK? check in conversations

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Prepare for your RUOK? conversation

There are a mix of signs that will give us clues that someone is not travelling well. What you are looking for are changes in what is 'normal' for how that person usually shows up and performs.

Possible Signs of Mental Health Problems in the Workplace

PHYSICAL

- Tired all the time
- Sick and run down
- Headaches
- Persistent/resistant muscle aches and pains
- Moving more slowly or appearing agitated
- Changes in sleep patterns
- Weight loss or gain
- Disheveled appearance
- Gastro-intestinal problems
- Inability to concentrate

BEHAVIOURAL

- Not getting things done
- Erratic behaviour
- Withdrawing from others
- Reduced participation in work activities
- Indecisive
- Difficulty with memory
- Loss of confidence
- Conflict with team members/manager
- Excessive fear or worry
- Increased errors, accidents



Prepare

Spending 5-10-minutes planning what you will boost your confidence and support their comfort.

0. PREPARE

1. Plan - what you want to say
2. Consider - comfortable & safe environment
3. Create psychological safety - confidentiality & privacy
4. Invitation
5. Be generous with time



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Ask


Think about a neutral ice-breaker question to open that sets the scene for a personal check in. These could be a common interest, sport, family, or movies.

Develop in your own words, your version of the RUOK? question. "I have noticed that you have been a bit withdrawn lately, I am concerned about you, how are you going?"

1. ASK

ASK

1. Open-ended ice breaker question
2. Be direct with specific examples of why you are concerned
3. 'I' statements
4. Pause and Pace
5. Ask clarification questions

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Listen

Listening is as simple as saying: "I am so pleased you told me, how can I help?" And as they share more, asking more questions about their experience. "When you say that you are tired, how long has this been happening for?"

2. LISTEN

LISTEN

1. Show you are interested
2. Avoid judgement
3. Don't interrupt
4. Empathise & validate feelings
5. Don't jump in with solutions & answers

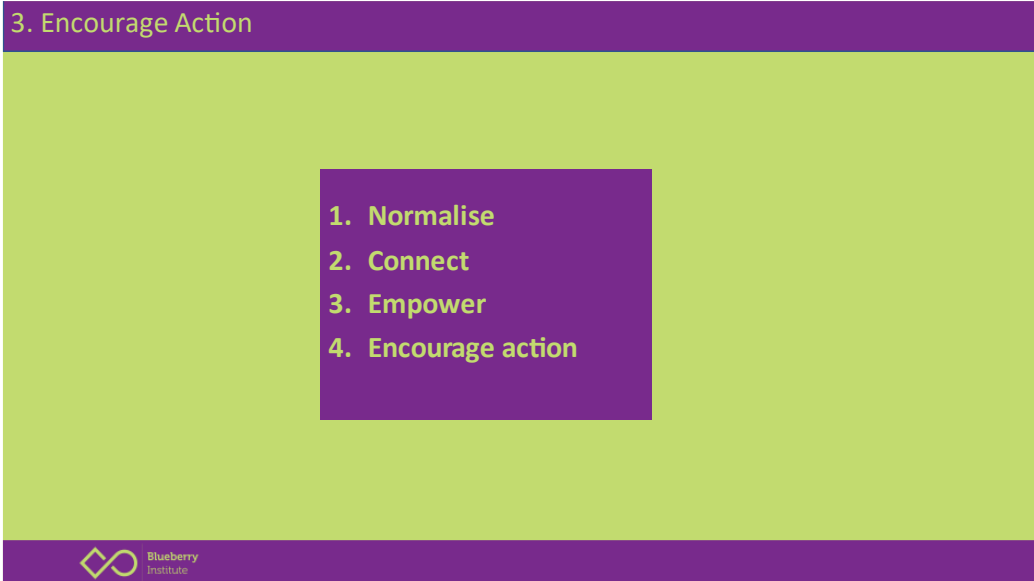
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Encourage Action

There are 4 key parts to Encouraging Action – and none of them include problems solving or telling them what they should do! Encouraging action is all about encouraging them to take an action they are comfortable with that will assist them in becoming well again.

1. Normalise: “What you are feeling is completely natural and there are a range of options for help.”
2. Connect: “Have you spoken to anyone about how you are feeling? (Family, close friend, GP)”
3. Empower: “What strategies have worked for you in the past when you have been feeling wobbly? What would be helpful for you?”
4. Encourage: “How can I help?”



3. Encourage Action

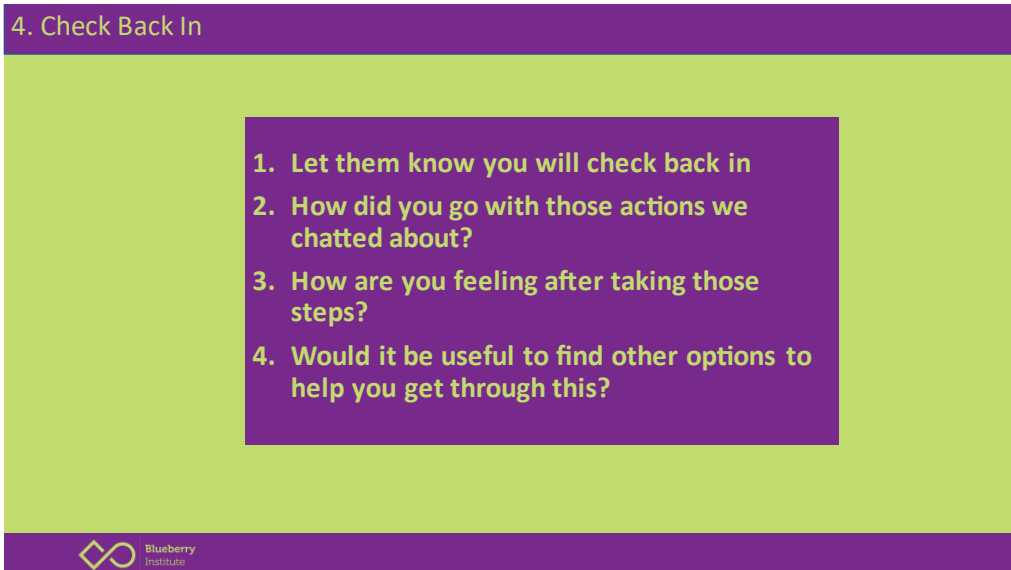
1. Normalise
2. Connect
3. Empower
4. Encourage action

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This slide features a purple header with the text '3. Encourage Action'. The main content area has a light green background with a purple box in the center containing a numbered list of four items: 1. Normalise, 2. Connect, 3. Empower, and 4. Encourage action. The footer is purple and contains the Blueberry Institute logo and name.

Check Back In

Checking back in demonstrates we genuinely care and are here to help support them



4. Check Back In

1. Let them know you will check back in
2. How did you go with those actions we chatted about?
3. How are you feeling after taking those steps?
4. Would it be useful to find other options to help you get through this?

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This slide features a purple header with the text '4. Check Back In'. The main content area has a light green background with a purple box in the center containing a numbered list of four items: 1. Let them know you will check back in, 2. How did you go with those actions we chatted about?, 3. How are you feeling after taking those steps?, and 4. Would it be useful to find other options to help you get through this?. The footer is purple and contains the Blueberry Institute logo and name.

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With over 20 years' corporate leadership experience in the food, textiles and beauty industries Fleur has led many successful organisational turnaround and culture transformations. This included leading as CEO through the GFC. She understands first-hand the challenges of change, uncertainty, stress and burn-out.

Fleur is known for building positive performing cultures which deliver both employee wellbeing and commercial results. She partners with leaders to create healthy, resilient, performing workplaces. Fleur has trained and mentored over 3000 people in positive leadership, mental health mastery and future-fit resilience building. She consistently receives ratings of 90% and above for engagement and effectiveness of learning.

Fleur is a passionate crusader who improves the wellbeing of everyone she encounters. She will help you and your team go from surviving to thriving as she shares her years of wisdom and experience in working with both leaders and teams to prioritise wellbeing to achieve amazing results for businesses and individuals. Her practical and easy to follow guidance is life changing.

Colleen O'Connor, Head of HR, Goodman Fielder

Fleur works with many of Australia's high-profile organisations including Woolworths, Big W, UBS, 3M, quantum, GenesisCare, ITW construction, Winc., icare, and the Department of Veterans' Affairs. Her clients value her accessibility, practicality and the skilled use of lessons that work in real life.

"Fleur is fantastic, a balance of utter professionalism and human warmth. Highly recommend her" "Fleur is a wonderful instructor who balances both group discussion with content. She is very engaging. I felt comfortable opening up, contributing to discussion, and asking questions." "Fleur is extremely relatable, her style is inclusive, easy to follow, and provides a supportive environment."

Quantum, HR team

Fleur is the award-winning author of Resilience Recipes and Leading Wellbeing. Her experience is backed by extensive qualifications including a Masters of Coaching Psychology, Bachelor of Commerce, the Company Directors Certificate, Mental Health First Aid Instructor and Yoga Therapy teacher.



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Be Well. Lead Well.

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