

Having a Conversation

Prepare

Think about the how, when, and where of your conversation.

Ask

Start by asking the person how they are. Use open ended questions to encourage them to open up and share with you.

Listen

Your role is to listen; be an active listener, pay attention to body language, resist judgement, and respond appropriately.

Agree

Agree on what the next steps are going to be with the person and led by the individual.

Reassure

There is support for both of you, signpost to one of the helplines or websites from your signposting sheet.

Some tips and examples around asking how someone is are below.

Remember it's important to think about what language is comfortable for you to use and similar to the way you would normally speak within a conversation.

Ask twice – we often get a more honest response the second time we ask how someone is.

How are you really?

How long have you been feeling like this?

What can I do to help support you now?

What would be helpful for you right now?

Thank you for sharing, can you tell me a bit more about that?

Sometimes someone won't be in a space where they are ready to talk about how they are feeling and it's important we respect that but by asking and checking in we are opening the door and letting someone know that we are there if they do want to talk when they are ready.

REMEMBER

You are not expected to fix what the person is experiencing but to provide a safe, secure and supported space for conversation, to listen and signpost to additional support.