

How to support your employees' mental health

Whilst not a substitute for professional mental health support, your business has a key role to play in supporting employees who may be concerned about their mental health.

- Practice empathetic active listening. Take the time to speak to employees, ask open questions and most importantly listen nonjudgmentally and without interruption.
- Ask what would help them. It may not always be possible to deliver on all needs, but it will help to understand their situation.
- Try to pick-up on verbal and non-verbal messages and signs that something may not be right.
- Be self-aware and appreciate the impact of employer communication on your employee. Do they seem comfortable with the conversation? Would they prefer a different method, for example a phone call or email?

Summarise what has been said. Be supportive and non-judgemental. Signpost to relevant sources of help, including charities such as Mind or The Samaritans, or employee benefits that are available. Follow-up regularly and constantly reassess.