

# Staff Welfare & Wellbeing

## Supporting each other

*He waka eke noa – We are all in this together!*

Everyone responds differently to events such as COVID-19. Many of us are feeling anxious and unsure as things change. It's a great time to tautoko/support each other.

### NOTICE

If someone is feeling anxious or overwhelmed they may act differently.



### ASK

“Are you ok?”

The answer may surprise you – we can't assume what it will be.

Sometimes people just need to talk – you don't need to have solutions ready.



### LISTEN

With compassion and empathy.

Take time to give full attention to what they are saying. You don't need to have answers, an empathetic ear can make a real difference.



### ENCOURAGE RE-FOCUS

Ask “What might help with that?”

Encourage the person to explore and find something that is helpful for them.



### IS IT HELPFUL OR UNHELPFUL?

It's really useful to ask if their thinking or actions are helpful or unhelpful.

Ask what they would say to you if the situation was reversed.



### FOLLOW UP

Check in with the person at another time.

The questions on this tip sheet can be useful many times along the way.



### Need to talk?

Free call or text 1737 national helpline anytime

Call your Employee Assistance Programme (EAP) for free counselling:

MidCentral DHB ☎ 0800 327 669 ✉ [www.eapservices.co.nz](http://www.eapservices.co.nz)

