

Create greater psychological safety in the workplace



Support vs. Rescue

Whenever someone is expressing that they are struggling with their mental health, it is **not** our role to *fix* or *solve* anything.



Capacity Check

Before helping someone else, we can check to see if we have the **personal capacity** at that moment to offer our **full attention** and if we are able to provide the help they need. If someone is in a state of crisis, we may need to seek emergency services or someone with experience handling crisis situations.



Maintain Confidentiality

If someone is disclosing personal information, we must keep it confidential unless we have their permission to do otherwise or we are concerned that they pose a danger to themselves or others.



Walk Alongside

We can support by **walking alongside** people and letting them know that they are not alone and that **we care**. We are not experts and are not in a position to advise.



Relationships Are the Work

We can recognize the importance of **building relationships** and take the time to check in with one another, to build trust and connection, and to ensure good communication.



Boundaries

We can communicate our needs, expectations in a way that is direct, straightforward, and kind. Not communicating boundaries can lead to a lack of mental safety for us and others.



Be Genuine

Create a **safe, non-judgemental space** for people to express how they are feeling and ground themselves in knowing that they aren't alone.



Validate Feelings

We can support people by simply **validating their feelings** and **paraphrasing** to check for understanding. We don't have to agree or disagree with their reality. Instead, we can validate the emotions and feelings that they are experiencing, which are extremely real to them.



Thank a Person for Sharing

Just **thanking someone for sharing** what is going on with them is powerful, even if you don't know what to say.

Example: Validating and paraphrasing

“Thank you for sharing that with me. That sounds like a lot for one person to handle, and that you are feeling alone and overwhelmed, is that right?”