

With care for everyone

Psychological first aid (PFA)

Supporting materials

Talking with a colleague on mental health: recommendations

Before providing psychological first aid at the workplace, “the first helper” should set a number of questions to themselves:

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|--|--|
| <input type="checkbox"/> Am I in a good emotional state for such a talk? | <input type="checkbox"/> Where exactly at the workplace can I have such talks? |
| <input type="checkbox"/> Am I ready to listen sincerely? | <input type="checkbox"/> Am I ready for any emotional responses and questions from the person? (I know how to react when I don't know an answer to their question, when they are aggressive to me, when they are crying or refuse my help) |
| <input type="checkbox"/> Can I devote to the person as much time as they need? | |
| <input type="checkbox"/> In what kind of situation is it better to begin a talk? | |

► The talk

- Choose a moment when the person can be talked with confidentially.
- Help the person open up, asking: “How are you? Is everything fine?”.
- Most often in such situations, people reply “Yes, everything is fine”. Therefore, the question must necessarily be asked for the second time: “I have noticed lately that you are often sad/too excited/very tired... Is everything really fine? We talk about that if the need be and when you are ready”.
- Listen without judgement or prejudice.
- Take seriously what the person says.
- Do not interrupt or hurry on the talk.
- If time to think is necessary, wait patiently and keep a pause.
- If the person is angry or saddened, keep calm and do not take it personally.
- Let the person know that you are asking because you are concerned and not indifferent.
- Let the person express their emotions (blow off steam) in full, and show them that you are interested, listening actively to everything they are talking about.
- Ask how/with what you can help.
- Unobtrusively offer specialist aid options; explain the essence and benefits of psychological aid.
- Unobtrusively share your own experience of receiving such aid, if any.

Finishing the talk, let the person know that they can always approach you.

Let the person know that they can approach some other worker who is also able to provide support as part of the enterprise-level PSS programme if you are absent.

