#AreuOK

The Manager’s Toolkit

Direct Team Member To The Best Health & Wellbeing Resources Available

Do’s & Don’ts To Break Down Stigma

Demonstrate Empathy

Giving your team the support they need is especially important when it comes to their mental health. You can do this by demonstrating empathy, breaking down stigma, and leading them to the best resources available.
What is your role as manager?
The ABCs and some bonus tips!

A. Ask and Approach
   Share what you have observed about them, and how you can be of help.

B. Be Proactive
   Clarify their needs, validate their emotions and express support.

C. Connect
   Point them to the relevant resources, and check in again at a later date.

Helpful Reminders

Just Be There
Do not offer any type of therapy or advice - simply validate their experience and show them that help is at hand.

Preserve Confidentiality
Respect their privacy and be transparent with who else will have to access to their information (e.g. HR personnel).

Involve the HR Partner
Reach out to your designated HR partner or Office of HR to calibrate on the conversation approaches and available support for employees. This is highly recommended should there be performance issues due to the medical challenges (mental health or physical health) that the employees are facing.
What can we do to demonstrate empathy?

Kick start mental health conversations with your colleagues! It is recommended that you find a few statements that work best for you, keeping in mind that the statements are to be used in appropriate setting.

1. Be authentically concerned about them
   - "How are you?"
   - "Do you want to talk about it?"

2. Acknowledge their difficulty
   - "I'm sorry that you are struggling."
   - "This must be difficult for you."

3. Use observations to explain why you are concerned
   - "I'm worried because you have been keeping quiet lately."

4. Offer your support but do not impose
   - "Let's figure something out together."
   - "Would you like to see a counsellor?"

5. Recognize that it is not easy for them
   - "Thank you for sharing with me so openly. It takes courage to speak like this."
### DOs
- Regular contact is essential
- Earlier is better
- Supportive and empathetic communication
- Practical help and refer to professionals
- Encourage help-seeking
- Consider flexible work options
- Be approachable

### DON'Ts
- Don't sound dismissive or trivialise. “You'll move on soon.” “You’re just overthinking.”
- Don't focus on your own problems. “Me too!” “I have it worse than you.”
- Don't give patronizing advice. “Don’t be sad.” “You need to think positive.” “Just get over it.”
- Don’t impose your advice on them “You need to/should...”
- Don’t break confidentiality
- Don’t joke about mental health or spread stigmatizing perceptions “He/she is crazy, should go IMH.” “Only those who are weak have mental problems.”
- Refrain from physical contact

### Level up!
Recognize employees’ contribution in everyday work
- Thank an employee for his/her involvement in a project (valuing participation).
- Recognise the value of an employee’s ideas.
- Send a message to thank an employee for his/her courage and perseverance in difficult working conditions.

To know your health & wellbeing resources @ NUS, click HERE