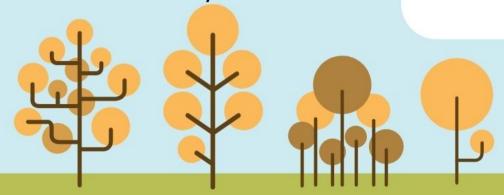
Let's talk about Mental Health

The Dos and Don'ts

Do...

- ✓ Listen patiently and without judgement
- Ask the person what is going on for them
- Empathise and validate what they are feeling
- Take your lead from the person and ask what you can do to help
- Take the pressure off yourself to find solutions
- Take care of yourself







Don't...

- Interrupt as they are speaking be comfortable with silences
- Criticise their choices
- Impose your feelings on the situation or on them
 - Make decisions for the person to whom you are speaking or offer unsolicited
- advice, or say things like "what you should do is...."
 - Dismiss the issue or use cliches e.g.
- get over it", "cheer up", "stay positive".
- Ask too many questions

On-duty EAO available at 0761 000 030

Mon - Thurs: 9am to 5.45pm*

Fri: 9am to 5.15pm*

*(except bank/public holidays)

Email: cseas@per.gov.ie www.cseas.per.gov.ie