

# 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)