

Developing Wellbeing Conversations

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Guide to visuals

We offer 4 visuals to support your well-being conversations. Please take a moment to familiarise yourself with the visuals and consider how you would best use them with a colleague.

Visual 1 outlines a suggested structure for a conversation, using the first phase to encourage the other person to talk and open up, the second phase to identify ways forward for them and to be clear about our own roles in this, and the final phase is about reviewing the conversation with our colleague. These phases include the *purpose* of suggested elements in the conversation and *processes* we can use to achieve the purpose. This is not a script or a recipe for the conversation, rather it offers a shape to the time we have, to avoid repetition and develop momentum.

Visual 2 suggests the kinds of questions we might ask. You will see that many of them are open questions - they start with "what, where, when, how and who," or they are invitational - "tell me..." Closed questions - yes/no questions tend to be used only when a definite answer is required. Please do not feel constrained by these questions - feel free to ask your own questions, but be mindful that open questions are usually more effective in facilitating talk. Our role is to prompt, listen, and prompt some more, rather than to solve or fix.

Visual 3 is a visual you may wish to share with your colleague during the conversation, perhaps in the second or third phase. It offers suggestions of generic ways people have found to look after themselves. We can use it as a prompt or give it to our colleague to take away to consider.

Visual 4 is a limited list of other sources of support. As a well-being conversation facilitator we are not expected to be therapists or indeed to hold any responsibility for our colleagues well-being. Sharing further places for support is one way we can signpost further help if they feel they need it. Please do share this visual with them too if they wish.