

Notable elements of the Wellbeing Conversation demonstration

This document identifies some of the ways in which Walter creates and facilitates a wellbeing conversation with his colleague Cola.

- The time point allows the user to re-find this moment easily.
- Process of facilitation and impact provides a commentary on the process being used e.g. types of questions or non-verbal communication, and its impact on Cola.
- The Phases of conversation correlate with the visual guide for Developing Wellbeing Conversations and to the phases in the clip appear in the right-hand column.

Time point	Process of facilitation and impact	Phase of conversation	EXPLORING
0:16	Walter asks open question: “How are you?” Cola responds with customary polite reply, “I’m good, how are you?”	1: Engaging in Dialogue: - space to talk	
0:25	Walter uses an observation, “I have noticed,” to highlight his perception of Cola’s subtle change, and invites her to talk about it. This allows Cola to open up. The supplementary question with the observation shows that Walter is asking a genuine question about Cola’s wellbeing.		
1:10	Walter uses Cola’s own words: “missing the family” and “stressed at work” to show that he has heard and been attentive to Cola’s concerns. His follow up question here asks for more details about the work stress. He may have chosen to talk about that first, as the lesser of the two, hoping that Cola will feel supported to address the other topic subsequently.		
1:45	Walter nods to show Cola he is listening and understands Cola.	1: Evaluating suitability: - opening up	
1:56	Walter addresses the issue of confidentiality with Cola.	1: Ensuring confidentiality	
2:15	Walter asks about patterns regarding missing people and the impact on Cola. This invites her to talk about her family, and to further explore how she feels.	1: Encouraging conversation	
3:22	Walter asks: “What are you most worried about between family and work?” which helps Cola to focus further on her two concerns.	1: Encouraging conversation: - open questions	
4:05	Walter makes “mmm” noises to show he is listening and understanding.	1: Encouraging conversation: - listening	
4:45	Walter summarises Cola’s concerns by saying: “I can hear that.” By repeating this phrase and her own words he shows is highly attentive to her. This technique of reflecting back can be powerful in helping someone to be heard and their concerns to be valid.	1: Empathising actively	

5:12	The open questions: <i>“What has helped you before and who is it helpful to spend time with?”</i> help Cola focus on the approaches she has been taking so far. Later in the conversation she appreciates that Walter has helped her to reflect on ways she is already using to look after herself.	2: Identifying ways forward: - previous forms of help	IDENTIFYING
7:03	Walter responds quietly: <i>“Wow!”</i> on hearing about Cola’s hobby and looks interested	2: Identifying ways forward: - outlets for stress	
7:34	Walter makes a suggestion by asking a question about sharing the hobby with Cola’s mum or colleagues. Later Cola appreciates this suggestion.	2: Identifying ways forward: - offer suggestions lightly	
8:23	Walter nods and uses facial expression and says, <i>“Yeah,”</i> to encourage Cola and show he is still listening fully.		REVIEWING
8:26	The open question: <i>“When did you last feel relaxed or at ease?”</i> gives Cola pause for thought. She takes time to answer this and Walter allows her time to think and to reply.	3: Recognising strengths: - identifying positives	
9:56	The open question: <i>“When did you last do your micro-grains, and what emotion did it bring?”</i> helps Cola to reflect on what her hobby brings to her life and her wellbeing. As she does so, her face takes on a look of joy as she observes that she loves watching a new life grow. The hobby provides meaning for her, which she is recognising through the posing of this question.	3: Recognising strengths: - personal capabilities	
10:07	The open question: <i>“How has this conversation helped you?”</i> enables Cola to identify and reflect on what she has done so far to manage her wellbeing and to continue with them at this time.	3: Reviewing the conversation: - remembering what helps	
11:35	Cola recognises that without the conversation with Walter, she would not have recognised what had helped her.		
11:40	Cola talks about Walter’s subtle suggestion of sharing her hobby with others.	3: Resolving to act: - small changes to daily life	
12:10	Walter nods repeatedly to support Cola’s resolutions		
12:50	Walter smiles at Cola’s enthusiasm		END
12:54	Walter asks whether Cola would like to hold another conversation in the future. He gives the choice to Cola.	End: Considering continuity	
13:07	Cola recognises the reflective opportunities presented by the conversation. She sounds and looks more positive at the end of the conversation.		
14:28	Walter says, <i>“It’s lovely to hear that Cola,”</i> showing genuine pleasure at her words, and suggests she contact hm again if she would like to talk further.		
14:55	The conversation ends with both thanking each other and smiling broadly.		