

GOOD WELLBEING CONVERSATION GUIDE FOR MANAGERS

- 1. Make yourself aware of what support is on offer before the conversation.**
- 2. Give some thought to when and where you have the conversation.**

Many of us are working remotely and may have lots of other challenges to have discreet conversations. Ask when it is good for your team member to speak so you can talk uninterrupted.
- 3. Ask open questions** – closed questions don't help a conversation develop or flow. Below are some more questions you can use.
- 4. Actively listen** – try not to interrupt, accept pauses in the conversation to allow people to reflect and gather their thoughts.
- 5. Be open and non-judgemental** – everyone is different and will experience a range of emotions, reactions and coping mechanisms. People will also be dealing with a number of different circumstances,



such as working arrangements at home or managing caring responsibilities.

- 6. It is great if matters can be resolved together** – but if not, we have resources that are here to help
- 7. Summarise the conversation** – so that both parties are clear on any agreed actions – This can be done by email, or you can use the **Wellbeing Action Plan** template
- 8. Regular check ins** – schedule regular one to ones, as well as meetings with your team as a whole to ensure they feel supported.



Suggested open questions

How are you?

What is going well? What is not going well?

- Have you had/do you have an illness?
- Are you a Carer? Child or elderly?
- Have you had a recent bereavement?
- Do you have concerns about financial security?

What is your biggest concern at the moment?

What do you need to help you address this concern?

What support do you have at work and outside work?

Do you need further support? What kind of support would help?

Do you know where to access more support?

E.g. staff groups, Employee Assistance Programme, Occupational Health.

What do you usually do to look after yourself?

Have you been doing these things recently?

Have you been getting enough sleep?

Have you been taking your breaks?

Have you been eating and drinking enough water?

AND always ask again – are you okay?