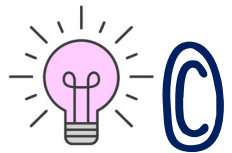


TIPS FOR
SPEAKING
TO SOMEONE
WHO IS
EXPERIENCING
EMOTIONAL
DISTRESS



Offer to help in practical ways
e.g. with work tasks

Try to avoid platitudes
e.g. *"Try to be positive."*
"I know exactly how you feel."
"Time heals all wounds."

Ask how they feel
Being able to talk about stored up emotions can feel like a relief.

Ask open questions
"When did that happen?"
"What else happened?"
Note: Be careful with *"Why..."* as it could cause someone to feel defensive.

Look after yourself too.
Seek support if you think you might need it.

Keep calm if you think you said the wrong thing.
There isn't a 'perfect' way to speak to someone who is in distress.

Respect their wishes and don't pressure them if they don't want further support
Avoid trying to 'fix' their problems.

Check that they know where to get more support
See Signposting on next page.

S P E A K I N G