

Helping a Co-Worker Scenario

- A co-worker has not been their usual self these last few weeks.
- They seem to be frequently struggling to cope and meet demands.
- They have been withdrawing from others and frequently miss work meetings.
- When you approached them about the changes you noticed, they blurted out: “I don’t know why I bother to show up. Everyone would be better off without me.”

Questions

1. What signs and indicators are they experiencing?

2. Where might they be on the Mental Health Continuum (green – healthy; yellow – reacting; orange – injured; red – ill)?

3. How would you approach them? What can you say or do?

Big 4 Scenario

- You are usually a very patient and easygoing person who likes to make jokes. Lately, you've lost your sense of humour. You're feeling frustrated about having to manage additional work while trying to take care of your family and worrying about your elderly parents.
- You would like to ask your manager for help, but with the increase in work for your department, the last thing you want is for your manager to feel like you're not able to do your job.
- You often catch yourself thinking negative thoughts such as "I'm such a failure," "I'm going to lose my job" and "I should be able to do more." The constant worry is keeping you up at night.

Questions

1. What signs and indicators are you noticing?

2. Where might you be on the Continuum? (green – healthy; yellow – reacting; orange – injured; red – ill)?

3. Which of the Big 4 Coping Strategies would you find useful in this situation and in what order?

4. What if a co-worker, family member, or friend is having these experiences? What could you do or say?



Helping an Employee Scenario

- Jean has been part of your team for the past five years.
- They have a young child, recently separated from their spouse, and their mother was diagnosed with Alzheimer's Disease.
- Jean asked you for advice because they frequently have trouble sleeping and often feel exhausted and distracted at work. They seem to be avoiding others at work.
- Their doctor has prescribed anti-depressants and encouraged them to take health leave, but Jean feels ashamed and guilty that they cannot deal with this problem on their own.
- Another team member told you that Jean doesn't know how to approach you, and Jean keeps saying they need their job and don't want to be seen as a slacker.

Questions

1. What signs and indicators are they experiencing?

2. Where this person might be on the Continuum (green – healthy; yellow – reacting; orange – injured; red – ill)?

3. How would you approach them? What can you say and do?

AIR Scenario

- Due to unforeseen circumstances, your organization is going through major changes which have resulted in several layoffs in your department.
- Many employees are extremely stressed and frustrated with the situation, which seems to be getting worse every day. Several team members have been calling in sick and showing signs of burnout.
- One morning, you learn that a team member has had a severe anxiety attack during a video conference call, collapsed while working from home and was immediately taken to the hospital.
- Everyone on the team is worried about their co-worker. They're now also stressed about the uncertainties of their own jobs.

Questions

1. When/How would you use AIR to manage this incident and support the mental health and well-being of the employee as well as the other team members?

2. What questions would you ask? How would you start the conversation with your team?

3. What other tools and/or resources could you use?