

Helping a Co-Worker Scenario A

- A team member has been assigned to many complex files. They've told you that they feel very stressed and cannot focus. They've also told you that they stay awake at night thinking about the case files.
- You've noticed that your colleague no longer talks to you about the hobbies they usually enjoy in their free time.
- A week later, when you approach them again to ask how they are doing, they reply, "I'm doing the best I can with what I've got."

Questions

1. What signs and indicators are you noticing in your colleague?

R

2. Where might your colleague be on the Mental Health Continuum?

A



3. How might you approach them? What could you say or do?

M

Helping a Co-Worker Scenario B

- Your colleague, with whom you've worked for ten years, recently spent several weeks preparing for the defence of a complex case. They reviewed evidence, including pictures, testimonies, and discussions with the client.
- Since the trial, your colleague has been withdrawn and extremely irritable. They've told you that they rarely eat anything throughout the day.
- A week later, when you approach them again to ask how they are doing, they reply, "I'm just trying to keep my head above water."

Questions

1. What signs and indicators are you noticing in your colleague?

R

2. Where might your colleague be on the Mental Health Continuum?

A



3. How might you approach them? What could you say or do?

M

Big 4 Scenario

- You are usually a very easygoing person. Recently, you've lost your sense of humour. You are feeling more frustrated about your responsibilities at work and at home.
- You are hesitant to ask for help from your manager. You are unable to sleep well at night, and you keep having negative thoughts such as "I'm such a failure", "I'm going to lose my job", and "I should be able to do more".

Questions

1. What signs and indicators are you noticing in yourself?

R

2. Where might you be on the Continuum?

A



3. Which of the Big 4 coping strategies could you use, and in what order?

M

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

P

Helping an Employee Scenario A

- You know your team members very well. A member of your team lost their spouse two years ago. They are raising two children on their own.
- Lately, they've frequently had to take time off work for personal matters. You've noticed that their performance at work has been steadily declining and that they often ask you to repeat what you've just said.
- You know that this person tends to avoid asking for help.

Questions

1. What signs and indicators are you noticing in your team member?

R

2. Where might they be on the Continuum?

A



3. How might you approach them? What could you say and do to support them?

M

4. How might you practice your skills in having healthy conversations?

P

Helping an Employee Scenario B

- You know your team members very well. A member of your team has had to miss work several times recently to take their mother to medical appointments.
- You've noticed that this person has been avoiding any interaction with colleagues. When they arrive at work, they look exhausted.
- They told you that they feel guilty for not being able to take on additional responsibility at work.

Questions

1. What signs and indicators are you noticing in your team member?

R

2. Where might they be on the Continuum?

A



3. How might you approach them? What could you say and do to support them?

M

4. How might you practice your skills in having healthy conversations?

P

How can I help my team?

Here is an example of a crisis that you might come across at work:

Your legal department is going through a restructuring. Your team members are noticeably stressed and frustrated. They are also working on several cases with clients who are experiencing emotional distress. One morning, during a team meeting, a team member has a severe anxiety attack and is taken to hospital. Everyone is worried about their co-worker's health and about the outcomes of the restructuring.

Notes about Ad Hoc Incident Review:

Acknowledge and listen

Inform and remind

Respond and follow up