# Wellbeing in the Workplace

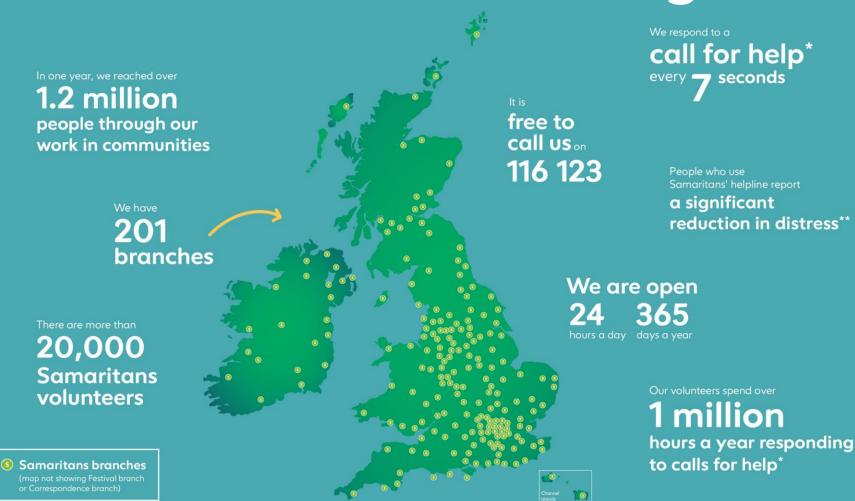
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**SAMARITANS** 



# Samaritans' service at a glance



- work. This figure is based on the 2019 calendar year. A 'caller' is anyone who has accessed our service, whether by phone or by any other means
  \*\* Markham, T., Forshaw, A. and Sutcliffe, R. (2020). Samaritans Caller Outcomes Study. Birmingham: MEL Research Ltd.



# Samaritans' vision is that fewer people die by suicide

### Our shared values

### Listening

Exploring feelings alleviates distress and helps people to reach a better understanding of their situation and the options open to them.

### **Human contact**

Giving people time, undivided attention and empathy meets a fundamental emotional need and reduces distress and despair.

### Non-judgemental

We want people to be able to talk to us without fear of prejudice or rejection.

# People making their own decisions wherever possible

We believe that people have the right to find their own solution and that telling people what to do takes responsibility away from them.

## Aims for today...

- Tips to help you look after your own emotional health
- and the emotional health of colleagues, friends and family.
  - 1. Why reach out?
  - 2. Don't be put off
  - 3. Recognising signs and signals
  - 4. Things to say and do
  - 5. Looking after yourself



### 1. Reaching Out

"Are you okay?"



### Reaching out

So what's it like being asked "are you ok?"

- Initially I felt exposed, vulnerable and weak
- But it was just someone showing they cared
- It gave me a chance to do something about it



### Reaching out

### What it feels like to start talking...

- Fear
- Relief
- Overwhelming relief

So this is why we reach out

### 2. Don't be put off...

I won't know what to say...

I'm not a trained counsellor...

I'll only make things worse...

I won't be able to solve all their problems...

What difference can I possibly make?



### What to look out for...

- Difference in behaviour
- "...if I'm telling work I'm delivering the programme, and the reports are saying it's on track — it's on track...you don't always tell them what the personal cost is, what you're sacrificing to deliver something."

What people say can also indicate they're struggling to cope

I never get anything right

What people say can also indicate they're struggling to cope

l can't keep going like this

What people say can also indicate they're struggling to cope

I just feel useless

What people say can also indicate they're struggling to cope

I can't cope

What people say can also indicate they're struggling to cope

# I don't know what to do

What people say can also indicate they're struggling to cope

# I feel so worthless

What people say can also indicate they're struggling to cope

# What's the point?

What people say can also indicate they're struggling to cope

# I can't do this anymore

What people say can also indicate they're struggling to cope

It's all too much

What people say can also indicate they're struggling to cope

I feel so alone.....

And sometimes someone just stops talking...

...and says nothing at all

We're all different...

...and we all respond to pressure and stress in different ways

### 4. Things to say and do

The skills you need are the skills you already have...

The SHUSH framework



### Things to say and do

### SHUSH

- S show you care
- H have patience
- U use open questions
- S say it back
- H have courage



## Things to say and do

Are you ok?



# 5. Looking after yourself...

Supporting someone can be an emotional experience

...ask for help yourself if you need it

When we reach out it has implications for us

Am I in the right place emotionally myself?

## Summary for today...

- Why reach out?
- Don't be put off
- Recognising signs and signals
- Things to say and do
- Looking after yourself



I know there'll be someone there to listen. Someone to say "You're doing alright", and who won't judge me.

Samaritans caller

### **SAMARITANS**

Call day or night on

116 123

### **Email**

jo@samaritans.org

#### Write

Chris, PO Box 90 90 Stirling FK8 2SA

#### Visit us

Find your nearest branch on our website

samaritans.org

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# Any questions?

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