

# Wellbeing in the Workplace

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**SAMARITANS**

# Samaritans' service at a glance

In one year, we reached over  
**1.2 million**  
people through our  
work in communities

We have  
**201**  
branches

There are more than  
**20,000**  
Samaritans  
volunteers

It is  
free to  
call us on  
**116 123**

We respond to a  
**call for help\***  
every **7** seconds

People who use  
Samaritans' helpline report  
**a significant  
reduction in distress\*\***

We are open  
**24 365**  
hours a day days a year

Our volunteers spend over  
**1 million**  
hours a year responding  
to calls for help\*

 **Samaritans branches**  
(map not showing Festival branch  
or Correspondence branch)



\* A 'call for help' is any contact made to Samaritans for support, whether by phone, text, email, face to face in branch, in prisons or through our outreach 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?



# 3. Recognising Signs and Signals

## 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."



# Recognising Signs and Signals

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

I never get  
anything right



# Recognising Signs and Signals

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

I can't keep  
going like this



# Recognising Signs and Signals

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

I just feel useless



# Recognising Signs and Signals

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

I can't cope



# Recognising Signs and Signals

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

I don't know what to do



# Recognising Signs and Signals

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

I feel so worthless





# Recognising Signs and Signals

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

What's the point?



# Recognising Signs and Signals

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

I can't do this anymore



# Recognising Signs and Signals

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

It's all too much



# Recognising Signs and Signals

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

I feel so alone.....



# Recognising Signs and Signals

And sometimes someone just stops talking...

...and says nothing at all



# Recognising Signs and Signals

**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](mailto:jo@samaritans.org)

Write

Chris, PO Box 90 90  
Stirling FK8 2SA

Visit us

Find your nearest  
branch on our website

[samaritans.org](http://samaritans.org)

A registered charity

**Any questions?**



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