

Managers Tools: Support & Wellbeing

Look for signs of distress; even the slightest change in the persons mood can be a call for help.



Look for...

Ask about how they are feeling, check in with each other. The 5-min check in tool works well.



Ask about...

Refer to the M.A.N.E.R.S model.



Refer to...

Minimise Exposure

You can do this by:

- reducing emotional stimulation, lower the anxiety levels and allow the natural recovery process to commence
- minimizing the amount of time a person spends in a state of heightened anxiety – feeling overwhelmed or out of control
- allowing time for recovery and lower arousal levels before further exposure to other potentially stressful events or circumstances

Acknowledge the event

You can do this by:

- acknowledge that an event may have been more significant than normal
- recognizing that it's understandable if you've been affected by it
- affirming the good work that has been done in the situation

Normalise the event

You can do this by:

- recognizing that this is a normal reaction to an abnormal event
- helping people involved to view their reactions as understandable, given the circumstances

Educate as required

We can do this by:

- understanding what normal stress responses and common emotions are
- improving immediate and short-term coping
- gathering the pieces of the event 'puzzle' to help make sense of it

Review; Restore; Refer

We can do this by

- Encouraging a person to get help
- Linking the person with all their normal support systems
- Directing them to additional supports or professional assistance as required
- Seeking help from HR or Occ Health if you suspect that someone's symptoms are persisting

Self-care

We can do this by

- Being "healthy" – sleep, exercise, nutrition, and work/home life balance.
- Talk to colleagues, friends, and family.
- Identify your own needs
- Access help, peer support or professional assistance