

Supporting you in

**Supporting  
others**



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Cabinet Office

# Conference Checklist



**Provenance**



**Relevance**



**Takeaway**



ADC Delegate 1

online



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🔒 Messages and calls are end-to-end encrypted. No one outside of this chat, not even WhatsApp, can read or listen to them. Tap to learn more.

Today

Your security code with ADC Delegate 1 changed. Tap to learn more.

I just can't cope anymore.  
Everything is too much. I'm  
sorry



Message



# Outline

Based on recent incidents of crisis expressed by colleagues, this guide has been developed to support you in initially responding to those who may be in crisis.

## Aims

- Provide an awareness of crisis
- Know what supports are available
- Provide a baseline for the team to develop a common approach





How do we know



## Psychological

Anxiety or distress  
Loss of humour  
Tearfulness / feeling low  
Increased sensitivity  
Difficulty taking information in  
Distraction or confusion  
Mood changes  
Difficulty relaxing  
Illogical or irrational thought processes  
Indecision  
Lapses in memory  
Loss of motivation

## Behavioural

Increased smoking, drinking or recreational drugs  
Withdrawal / Resigned attitude  
Uncharacteristic problems with colleagues  
Irritability, anger or aggression  
Over-excitement or euphoria  
Restlessness  
Lateness, leaving early or extended lunches  
Working far longer hours  
Intense or obsessive activity  
Uncharacteristic errors  
Increased sickness absence



## Physical

Fatigue  
Indigestion or upset stomach  
Headaches  
Appetite and weight changes  
Joint and back pain

Changes in sleep patterns  
Visible tension or trembling  
Nervous trembling speech  
Chest or throat pain  
Sweating  
Constantly feeling cold



# RECIPE

## RAPPORT

After introducing yourself, start to build rapport with your colleague. Where suitable outline what your role is, and how you **can** support them as opposed to outlining all of the things you are not able to help with from the off.

## EXPLORE

Identify what their specific issue or concern is. Actively listen and engage them rather than launching directly to problem solving mode as a default start point.

## CONTROL

Always aim for a person centred approach. Empowering them to take control of the options that may work for them.

## IDENTIFY

What is the 'here and now' issue that most needs addressing. As you narrow in on that specific key area, you can then assist them to identify what support mechanisms work for them.

## PLAN

Understand what signpost options may be of use and available to them. Know what's in your 'toolkit' that you can share to enable them to create a positive plan.

## EXIT

Round-up and reflect on the conversation, encourage them to share with you the plan and steps they are going to take.

The key element is to ultimately leave the call with them feeling in a better position than when your conversation started.

**Key - Debrief**

# Boundaries

Outlining your role is important. Use the picket fence approach as a good way of setting out your boundaries. Picket fences are subtle but clear and allow conversation.

For instance if someone discloses something to you where themselves or another is at risk, explaining to them in a way that is supportive will not build a brick wall and block conversation.

‘ If during our chat it becomes apparent that you or another is at risk, then you understand that I will have to link in with somebody to get you the support that you need ‘



# TEAMWORK

None of us know everything about everything, so it's important that we can reach out to our own support structure and network.

To seek appropriate advice, guidance and support to keep ourselves well; so that we are in the best position we can be in providing the best service we can for our peers.

# KNOW WHAT'S



# IN YOUR BOX

Know what there is available in terms of support and signposting. There is a wealth of links and networks out there. Take some time to get to know the more familiar go-to's so you can approach your conversation confidently.



Use the Get Help Now tool to choose the most appropriate support options available to you.

[HERE](#)



The UK's largest mental health support directory and is there for those seeking to find a support service near to them.

[HERE](#)



The NHS 111 service for mental health is comprehensive and can support you in access to a range of services triaged alongside need.

[HERE](#)

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