TIPS on how to approach a difficult conversation...

Aquarius Life is a service delivered in the workplace by the charity **Waythrough**. We focus on prevention through provision of training, education and wellbeing awareness events, as well as working with individual employees at any stage or level of concern who need support.

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Stop. Make a Change.

Use OARS to help with the conversation

O – Open-ended questions

Not easy to answer with 'yes' or 'no'. Avoid 'why?' questions.
"What's happening for you?"

A – Affirmation

Recognises the person's strengths and that change is possible.
"Your commitment really shows..." "it's positive that you're exploring making a change"

R – Reflective listening

The person's issues are understood.
"It sounds like..." "it seems as if..."

S – Summarise

Indicates next steps and recaps important parts of the conversation.
"I can help signpost you to a support service"

- **Be aware of any immediate risks**
- **Prepare / practice what to say**
- **Be non-judgemental and empathic**
- **Encourage the person's own ideas**
- **Help them to be realistic**
- **Offer to talk again**

Need immediate help?

Drinkline – call: 0300 123 1110

Adfam – adfam.org.uk (family members)

FRANK – call: 0300 123 6600 or text: 82111 or visit: talktofrank.com (Drugs)

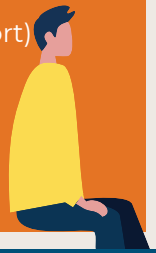
Gamcare.org.uk – call: 0808 8020 133

Samaritans – call: 116 123 (24hr support)

Mind info line – call: 0300 123 3393

Urgent medical advice - call: 111

For medical emergencies – call: 999



Please contact us for training, guidance or support at

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