

The simple steps of an R U OK? conversation

1



Ask R U OK?

- Be relaxed
- Help them open up by asking questions like "How are you travelling?" or "What's been happening?" or "I've noticed you haven't been yourself at training lately, is there something you want to chat about?"
- Make an observation. Mention specific things that have made you concerned about them, like "I've noticed that you seem really tired recently."
- If they don't want to talk, let them know that you care and that you're available whenever they need a listening ear - you could say, "Is there someone else you'd be comfortable talking to?"

2



Listen with an open mind

- Emphasise that you're here to listen not judge
- Take what they say seriously
- Don't interrupt or rush the conversation
- If they need time to think, try and sit patiently with the silence
- Encourage them to explain
- If they are angry or upset, stay calm and don't take it personally
- Let them know you're asking because you're concerned

3



Encourage action

If someone answers, 'No, I'm not OK'

- Ask: "Where do you think we can go from here?"
- Ask: "What would be a good first step we can take?"
- Ask: "What do you need from me? How can I help?"
- You could ask, "Do you think it would be useful if we look into finding some professional or other support?"
- Good options for action might include talking to family, a trusted friend, a doctor or a crisis support service

4



Check in

- Remember to check in and see how the person is doing in a few days time
- Ask how they're coping with the situation or if they need support to manage it
- If they haven't done anything, keep encouraging them and remind them you're always here if they need a chat
- Understand that it might take a long time for someone to be ready to seek professional help
- Try to reinforce the benefits of talking to a doctor or other support services