

Changes in behaviour

If you notice any **change in behaviour** in yourself or the people around you, always consider whether this is a **mental health** issue.

To help you notice changes:

- Have regular chats
- Ask how things are going
- Know what is happening in people's lives
- Be aware of how you and the people close to you usually behave



Approaching a successful conversation

5 simple steps to have an effective conversation

1. In **private**
2. At an **appropriate time**
3. **Open** questions
4. Observed **behaviour**
5. **Active** listening



Managing *I'm fine...*

- Stay **respectful** and **concerned**
- Consider **your relationship** and the **verbal** and **non-verbal cues**
- Listen, **acknowledge** and **persist**
- Observed **behaviour**
- Offer another **time** or an **alternative person**



Tools and Resources to Help

In the workplace

- Employee Assistance Programs (EAP)
- Peer Support
- Intranet pages “Monash Care”

Outside the workplace

- A supportive friend or family member
- Your GP

Internet and telephone support

- Factsheets, self assessment and tracking tools
- Lifeline, Suicide Call Back Service

Key messages



In a conversation with someone who you are concerned about, focus on **encouraging them to talk** while you listen supportively.

Make sure they are aware of the types of **help available** and, if appropriate, help them to take **steps towards a solution**.