

# Having good wellbeing conversations as a manager

- 1. Make yourself aware of what is on offer before the conversation** – to avoid delay.
- 2. Give some thought as to when and where you have the conversation.** Most of us are working remotely and may have lots of other challenges to have discreet conversations. Ask when it is good for your team member to speak so you can talk uninterrupted.
- 3. Ask open questions** – closed questions don't help a conversation develop or flow (an open question could be 'how can we work together to improve your wellbeing?') Below are some questions you can use.
- 4. Actively listen** - try not to interrupt and accept pauses in the conversation to allow people to reflect and gather their thoughts.
- 5. Be open and non-judgemental** - everyone is different and will experience a range of emotions, reactions and coping mechanisms. People will also be dealing with a number of different circumstances, such as working arrangements at home, managing caring responsibilities or providing home schooling support.
- 6. It is great if matters can be resolved together** - but if not, we have colleagues who are here to help.
- 7. Summarise the conversation** – so that both parties are clear on any agreed actions. This can be done by email, or you can use the [Wellbeing Review template](#)
- 8. Regular check ins** – put in regular 1:1s, and meetings with your team as a whole, to ensure they feel supported and part of the developments and supported during this period of time.



# Suggested open questions

- **How are you?**
- **What is going well? What is not going well?**
  - Have you had / do you have an illness?
  - Are you a Carer? Child or elderly?
  - Have you had a recent bereavement?
  - Do you have concerns about financial security?
- What is your **biggest concern** at the moment?
- **What do you need** to help you address this concern?
- What **support** do you have both at work and outside work?
- Do you need **further support**? What kind of support would help?
- **Are you ok?** If not, have you told someone? Links to support – team members, staff groups, Employee Assistance Programme, Occupational Health.
- What do you usually do to **look after yourself**? Have you been doing these things recently?
- Have you been **getting enough sleep**?
- Have you been **taking your breaks**?
- Have you been **eating and drinking** enough water?
- AND always ask again – **are you okay?**

This is a simple guide that can be used with the **Wellbeing Review template**. If you feel like you need more support, or notice a colleague needs a hand, access the Wellbeing support available.

