How Can I Help my Team?

**Acknowledge and Listen**
- Acknowledge that something happened.
- Review the facts without going into details.
- Listen and provide an opportunity for discussion.

**Inform and Remind**
- Help your team check-in with themselves about their mental health.
- Emphasize the importance of taking care of themselves.
- Remind them about using healthy coping strategies.
- Share available resources.

**Respond and Follow-up**
- Observe your team and follow-up with members in the upcoming hours, days, and weeks.
- Walk the talk by modeling healthy coping strategies and seeking help if needed.

When to use it?
- Following exposure to any potential stressor or workplace incident.
- Any time the stress level is high in the team after any immediate threat has passed.

“These are challenging times. Whatever you’re feeling is OK.”

“Here are some ways that can help keep us safe right now…”

“How else can I support you?”

To find out more: theworkingmind.ca/covid19-twm