



# How to start a conversation



Bus Industry Wellness Taskforce

If you are concerned about someone and want to start a conversation, here are a few things to be aware of:

Pick the best time. One-on-one informally is best, perhaps at the end of their shift or day and in a suitable place or office at work.

Start with open questions. Mental health educator Ingrid Ozols from mh@work® suggests the following conversation starters:

- 'You don't seem to be yourself . . . is everything okay?'
- 'Would it help to talk about what happened?'
- 'You've had a rough time . . . how are you going?'
- 'Are you feeling safe at work and on the road?'
- 'How long have you been feeling like this?'
- 'What could you do to feel better?'
- 'What could we do to help support you?'

Saying 'tell me more . . .' often creates the safe space for people to share their concerns.

Be respectful and let it be. Not everyone is comfortable in speaking about their personal problems or health.

- Protect privacy and confidentiality. Respect their wishes and clearly establish what aspects of their situation or condition they are prepared to disclose to others. If however you are concerned for the person's safety to themselves or others you are encouraged to raise this with them. It is important to let the person know that if you are concerned about them and they may want to seek professional health advice.
- Talk about possible next steps by encouraging them to access the resources available to them in the workplace, visit their GP or contact the organisations listed in the BusVic Ideas and Resources for Improving Health and Wellness Guide.

For more information visit:

[www.busvic.asn.au/public/bus-industry-wellness](http://www.busvic.asn.au/public/bus-industry-wellness)



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