

# Tip Sheet – Wellbeing Conversations

## Wellbeing Conversations

There are opportunities for supporting wellbeing conversations in all workplaces, including the transport, warehouse, and logistics industry. Building positive working relationships by establishing ways to engage, build rapport and increase trust between staff provides a platform to discuss mental health and wellbeing in a safe and supportive way.

Having regular check-ins with employees helps to provide a baseline of understanding of their general wellbeing so changes or differences in behaviour can be identified and addressed with appropriate resources. There are tools available (such as the wellbeing rating scale shown below) to help understand your employees' wellbeing. These can also be used to generate further conversations and discussions.

Promoting more open conversations about wellbeing at work can help all staff feel more comfortable in discussing any issues or concerns early so they can be addressed in a timely way. Following up with staff after a wellbeing conversation also helps to provide them with ongoing support. Providing a safe forum to speak openly about feelings we may be experiencing will reduce stigma and encourage help seeking behaviours.

## Guide for Wellbeing Conversations

Promoting open and honest conversations around mental health and wellbeing can help to grow positive workplace connections, support and understanding. There are five steps to effective check-ins which can be accessed in the Healthy Heads Trucks & Sheds [People Leader Handbook](#). The guide below is another resource designed to support you to have one-on-one conversations or meetings with staff in your workplace.

### 1 Establish

At the start of your meeting or conversation, you can begin by asking a question to check-in with your employee or team. This helps to establish a baseline for their wellbeing at the beginning of your interaction.

**For example:**

You may like to ask, “How are you feeling and coping with everything that is going on at the moment, e.g. workplace change, uncertainty, worry or other?” Follow up by asking them to further describe this in more detail.

## 2 Rate

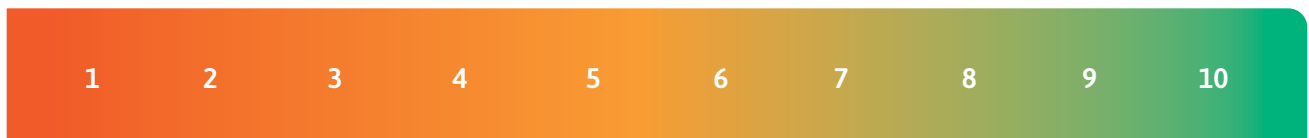
You can use a wellbeing rating scale, like the one below, to help support you in understanding your employee or team's wellbeing.

### For example:

"Rate your level of wellbeing on a scale from 1 to 10, with 1 being 'needs support' and 10 being 'thriving'. Circle where they rate themselves on the wellbeing scale and you can both monitor any changes and progress over time by keeping a record.

**NEEDS SUPPORT**

**THRIVING**



If for example they rate themselves as a '5', ask them to describe why they have placed themselves at a '5'. You can then follow up by saying: "What do you see your next step in moving from a '5' to a '6'? What can I do to support you further in getting to a '6'?"

This helps to move the conversation along into a strengths-based dialogue.

## 3 Explore

Explore your employee or team's wellbeing by asking wellbeing questions such as:

**Work Design** – "How are you managing the work that you need to complete in the current workday / environment?" or "Do you feel you have clarity in your role during this time of uncertainty?"

**Linehaul driving** – "What are your top two priorities for helping you better manage long haul drives and looking after your wellbeing?"

**Home/Personal Life** – "How are things going at home / personally?" or "What things are working well for you at home?"

## 4 Promote and Support

Promoting self-care by having a discussion with staff during a meeting and providing supportive resources helps to demonstrate your willingness to invest, support and care for their wellbeing. You can start by providing some examples from the Tip Sheet on "Accessing Tools, Resources and Support".

### Example:

A helpful exercise could be to ask your employee or team to write down 2-3 self-care actions or goals they would like to work on. For example, one goal may be to spend 10 minutes meditating or doing affirmations before a shift begins. You can check in again at your next meeting to see if they were able to try this new action and if it was helpful.

## 5 Follow Up

Have regular one-on-one's and follow ups with your team after every meeting as it's important to continue these conversations, monitor their wellbeing and provide ongoing support. You can arrange a follow up meeting at a given time (for instance in one week). At the next meeting, you can check in to see if any of the resources, self-care or wellbeing steps have been taken.

## How to Support Wellbeing Conversations

- Create a safe and private environment for the employee or team to share without judgement or criticism
- Acknowledge the staff member's feelings about the situation, including their strengths and how they have helped themselves
- Listen attentively and reflect what you hear staff say to show you understand their experience. Resist the temptation to "problem solve" before you've acknowledged their feelings
- Be open and acknowledge the challenges in the workload and find out what staff need for support at work
- Encourage the staff member to reach out for practical support to family, friends, health practitioner, or other wellbeing services.
- Consider whether any additional support may assist the employee to manage future situations and ask the employee for their thoughts. Provide relevant resources and information and ways they can access this, e.g. HR, People & Culture, EAP or counselling services.

### Additional resources:

For more information on supporting staff through one-on-one conversations, go to the [Healthy Heads in Trucks & Sheds](#) resources page for

- [Toolbox Talks](#)
- [Workforce Handbook, Leadership Handbook](#)

For a list of resources, go to the [My Organisation's Tools](#).