



Best Practice for Supporting Others

A guide for helping coworkers, family,
and friends



Objectives

Participants will learn:

- Basic techniques for providing help and support to others.
- How to provide support while not taking on the role of a counselor or therapist.
- Strategies for helping others access professional assistance.

The Power of Listening

Research shows:

- Most people lack supports who will truly listen to their personal concerns.
- The average person cannot identify someone who will listen to them for more than a few minutes.
- Over 70% of people seeking assistance for their personal concerns reported what really helped - “I had someone to talk with”.

The Power of Normalizing



People with life issues/problems can feel:

- **Isolated** and may think they are the only one struggling with the issue.
- **Embarrassed or ashamed** they have a situation they need help with.
- **Like something is wrong with them** because they are struggling with a situation.
- **Relief** when hear their concerns are not uncommon and shared by many others.
- **Like their symptoms are normal** when they hear situations like theirs can typically cause issues such as stress or confusion.

The Power of Increasing Hope

If you listen and provide a little reassurance, people start to feel better and more hopeful.



When a person becomes hopeful, it can significantly change their outlook and behavior.



Hopefulness causes a person's mood to improve so they feel less discouraged and anxious.



When experiencing hopelessness, a person tends to feel paralyzed, but when hopeful they start to move forward in positive directions.

Things to Avoid

- Becoming outwardly upset or anxious.
- Attempting to solve the person's problems or concerns.
- Telling the person what to do.
- Taking on the role and responsibility of a therapist or doctor in giving direction or advice.



Honor Resiliency

- Research shows when a person receives support, normalization and increased hope, they tend to move forward and solve their own problems or concerns.
- Resiliency includes all the factors that can help us overcome stress and resolve life challenges, such as our
 - support system
 - ability to think positively
 - problem solving skills
 - ability to embrace change
 - self-care habits
- It is important to respect one's ability to solve their own issues and resist urges to do this for them.

Positive Solution Focused Problem Solving

Occasionally a person feeling particularly overwhelmed and helpless may pressure you to give them advice or tell them what to do.

Taking a positive solution focused approach keeps you focused on their resiliency. **Ask the person:**

- What has helped you resolve problems in the past?
- Who in your support system is helpful with these types of concerns?
- Can you share with me progress you have already made?
- What ideas do you have for solving your concerns?

Making Referrals

Remember you are not the only resource for fellow employees, family members or friends.

You have a solid partner in your Employee Assistance Program (EAP).

EAP callers speak directly with a qualified mental health professional who will provide higher levels of help, direction, and advice to the employee or members of the employee's family.

When appropriate you can dial the EAP number and introduce the employee or family member.

While friends cannot call your EAP, you can call the EAP to get coaching on referral sources for them.

For friends, you can also call your local United Way at 211 to receive information on local resources.



Your Employee Assistance Program

**Call your company's EAP number
toll-free or visit us at
www.MagellanHealth.com/member**

**24 hours a day/7 days a week
Thank you!**

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