

How to support your employees' mental health

Whilst not a substitute for professional mental health support, your small business has a key role to play in supporting employees who may be concerned about their mental health during COVID-19.



Practice empathetic active listening. Take the time to speak to employees, ask open questions and most importantly listen non-judgementally and without interruption.



Ask what would help them. It may not always be possible to deliver on all needs, but it will help to understand their situation.



Try to pick-up on verbal and non-verbal messages and signs that something may not be right.



Be self-aware and appreciate the impact of employer communication on your employee. Do they seem comfortable with the conversation? Would they prefer a different method, for example a phone call or email?



Summarise what has been said. Be supportive and non-judgemental.



Signpost to relevant sources of help, including charities such as Mind or The Samaritans, or employee benefits that are available. FSB Care can help you to provide the right resources.



Follow-up regularly and constantly reassess.



Visit fsb.org.uk/care to learn more about how FSB Care can support you.

Call: 0808 2020 888*

Email: customerservices@fsb.org.uk

@FSBCustomerCare

*8am to 6pm, Monday to Friday, excluding Bank Holidays

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