

To have a supportive conversation, remember the **EARS** acronym:

- Engage and open a conversation.
- Actively listen and encourage self-expression.
- Refer to resources and ask how you can help.
- Stay in touch and follow up.

i If you believe someone is in crisis, call 9-1-1 or take them to the nearest emergency department.



Bell Let's Talk promotes mental health awareness, acceptance and action. This year, we want to encourage Canadians to keep talking, and keep listening.

This pocketbook provides some tips on how to talk and listen to someone you are concerned about and help them access support.



Engage and open a conversation

- Find a private space to talk and keep the other person's comfort level in mind.
- Show that you care by asking open-ended questions that help to generate more than one-word responses.

For example:
I know (acknowledge something that is happening in their life). How are things with that?



Actively listen and encourage self-expression

- Your goal is to listen and let the other person do most of the talking. Here are some pointers:
- Continue to use open-ended questions or phrases.
I hear you. How is that impacting your day to day?
 - Summarize what they tell you in your own words.
If I understand correctly... That sounds difficult. You have every right to feel that way.
 - Validate the person's experiences and emotions.



This pocketbook was developed in collaboration with leading mental health experts.

For resources to support you, your family and your colleagues, use the following QR code:

- Stay attuned to the person's mood and adjust your tone or posture if the conversation is generating heightened emotions.

Things to avoid:

Don't minimize their challenges, avoid quickly jumping to a positive outlook, and stay away from 'you should' phrases.

Refer to resources and ask how you can help

Dealing with all of this alone can be challenging. What can I do to support you?

People may be reluctant to seek help because they're not sure where to turn. If you have used something in the past that you think could be helpful, share your experience and how it helped you.
I spoke to my family doctor when I was struggling with my anxiety and they connected me to a therapist. It really helped me. Do you think that might be helpful to you?

Stay in touch and follow up

- Set up a time to connect with the person again and continue to check in regularly.
- Aim for open and non-judgemental questions

How have you been feeling lately?



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