

LEADING THROUGH CRISIS

How to Have Supportive Conversations



Your Presenter

Anthony Gibbs, CEO



**To change the lives
of individuals and
organisations for the
better, every day.**

Webinar Panel: How to use

Open/close your control panel here

Participants are muted

Download handouts

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Today's webinar is being recorded

The screenshot shows a control panel window with a menu bar (File, View, Help) and a globe icon. The main content is organized into sections: Audio, Handouts, and Questions. The Audio section includes a 'Sound Check' indicator, radio buttons for 'Computer audio', 'Phone call', and 'No audio', a 'MUTED' status with a red icon, and dropdown menus for 'Microphone Array (Realtek High Defi...)' and 'Speaker/HP (Realtek High Definition...)' with a volume slider. The 'Talking' field shows 'Anthony Gibbs'. The Handouts section lists three PDF files: 'Sentis Conversation Preparation Sheet.pdf', 'Sentis Conversation Worksheet.pdf', and 'Sentis Conversation Prompt Card.pdf'. The Questions section is currently empty. At the bottom, there is a 'Send' button circled in green. A footer area contains the text 'Final Mockinar', 'Webinar ID: 467.412-019', a red dot icon with the text 'This session is being recorded.', and the 'GoToWebinar' logo.

AGENDA

- 1 Overview of resilience vs struggling to cope
- 2 Understanding the signs of a struggling team member
- 3 Strategies for effective supportive conversations



Physical

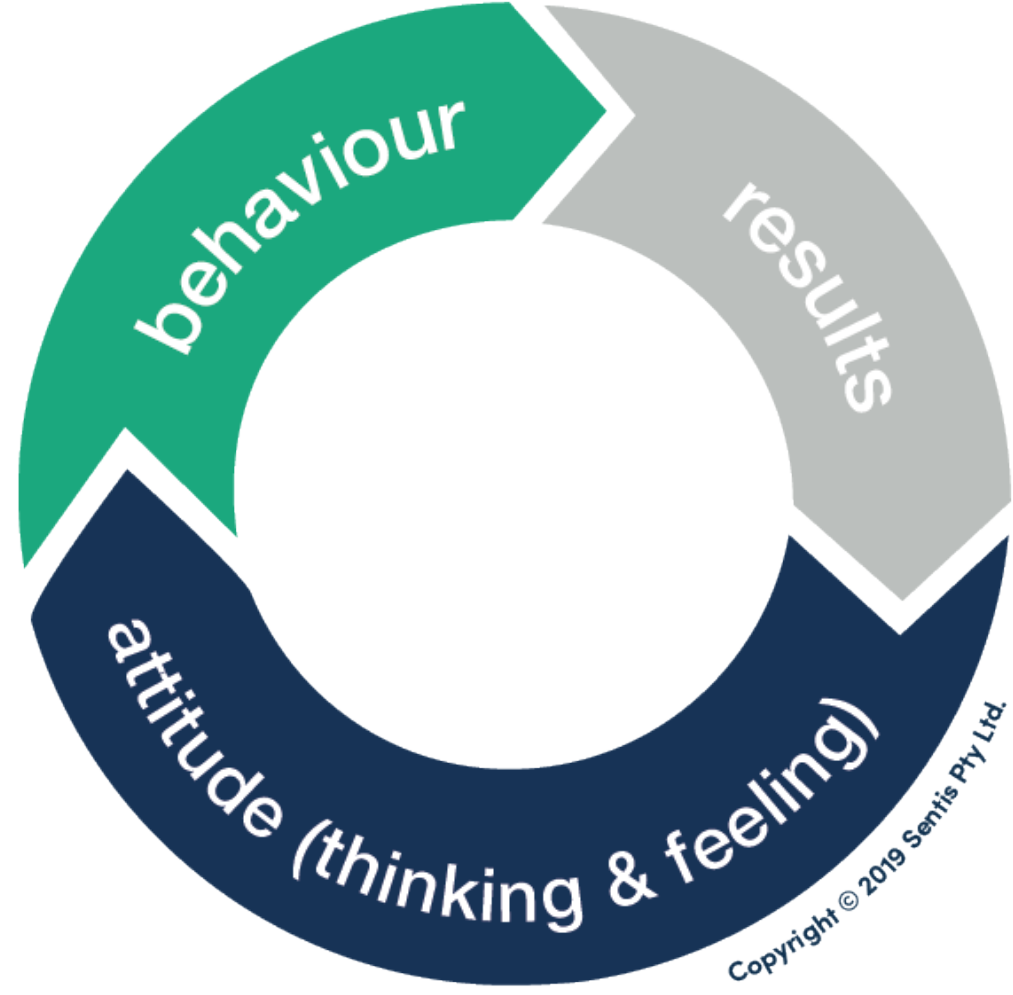
Social

Psychological



Advocate.
Support.
Lead.





A woman with a braid sits at a desk, looking stressed with her hands on her forehead. In the background, a person holds a smartphone, and another holds a document. A laptop, tablet, glasses, and a coffee cup are on the desk. A blue semi-transparent shape with a dotted border is on the left side of the image.

The Challenges of Life



Let's watch a video...

THRIVING VS SURVIVING



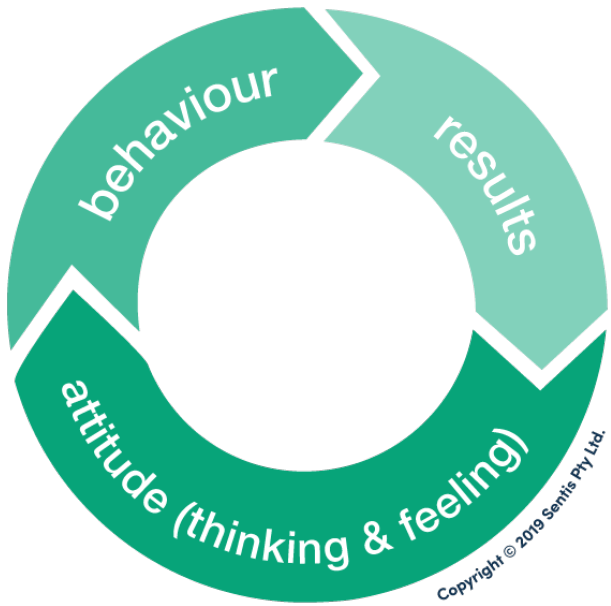
Thriving

Adaptable

Determined

Focused





THRIVING

Think	Feel	Act
Optimistic	Confident, assured	Engaged in tasks, proactive behaviours
Purposeful	Focussed, calm	Completing tasks on time, with minimal errors
Adaptable	Confident, enthusiastic	Responds to changes in a calm and focussed manner.
Resilient View failures as learning opportunities	Stable mood	Adopts learnings from setbacks.

Surviving

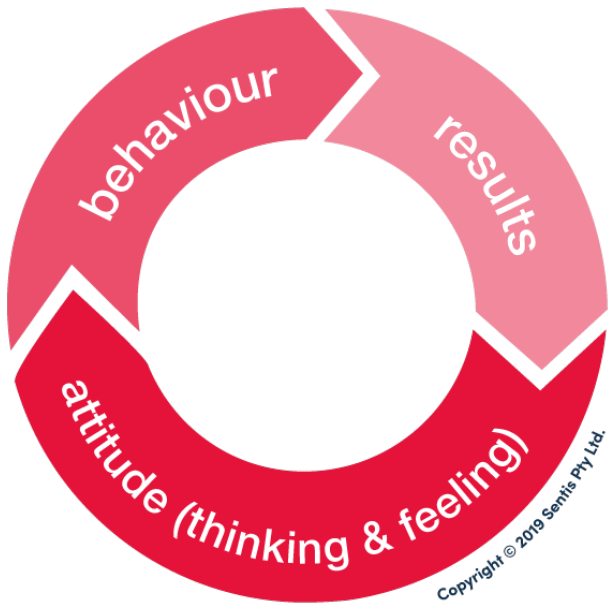
Absenteeism

Avoiding

Decrease in
performance

Presenteeism





SURVIVING

Think	Feel	Act
Poor Concentration	Frustration, irritable	Slower to complete work. Increase in errors. Defensive
Poor Memory	Embarrassed, frustrated	Forget tasks or deadlines. Defensive, excuses,
Difficulties forming clear thoughts	confused, anxious	Avoidance, chaotic or illogical statements
Distorted beliefs and perceptions about self and others	Anxious, paranoid, angry, Deep sadness, deep shame or manic	Overly self critical, avoid meetings, defensive, accusatory, isolating
Intrusive or repetitive unhelpful thoughts and images.	Fear, anger, hopelessness Mood swings	Absenteeism, presenteeism, isolating from peers

BAD PATCH VS MENTAL ILLNESS



Bad Patch

Rude, irritable, overly sensitive, withdrawn, lazy, argumentative, shy, rebellious, selfish, overly emotional.



Mental Illness

Withdrawn completely, performance at work drops significantly, talks or writes about things that don't make any sense.



Advocate. Support. Lead.

THE SUPPORTIVE LEADER



Let's watch a video...



Building Trust & Rapport

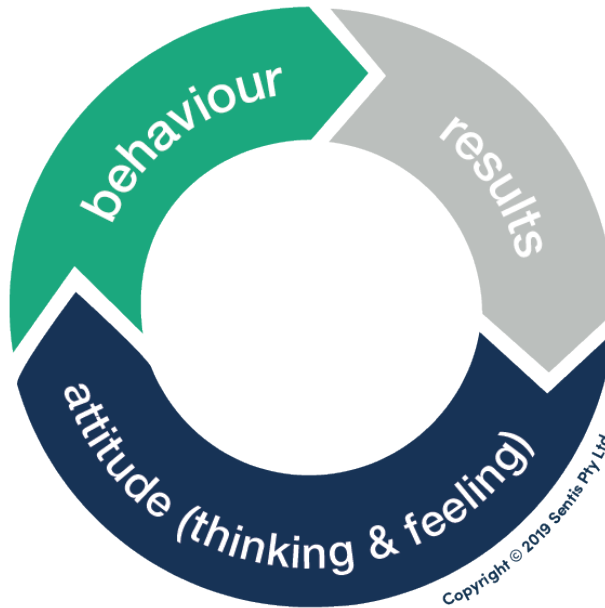
TRUST



Questions and the Brain

SUPPORTIVE CONVERSATIONS

1. Prepare
2. Inquire
3. Identify
4. Plan
5. Follow up

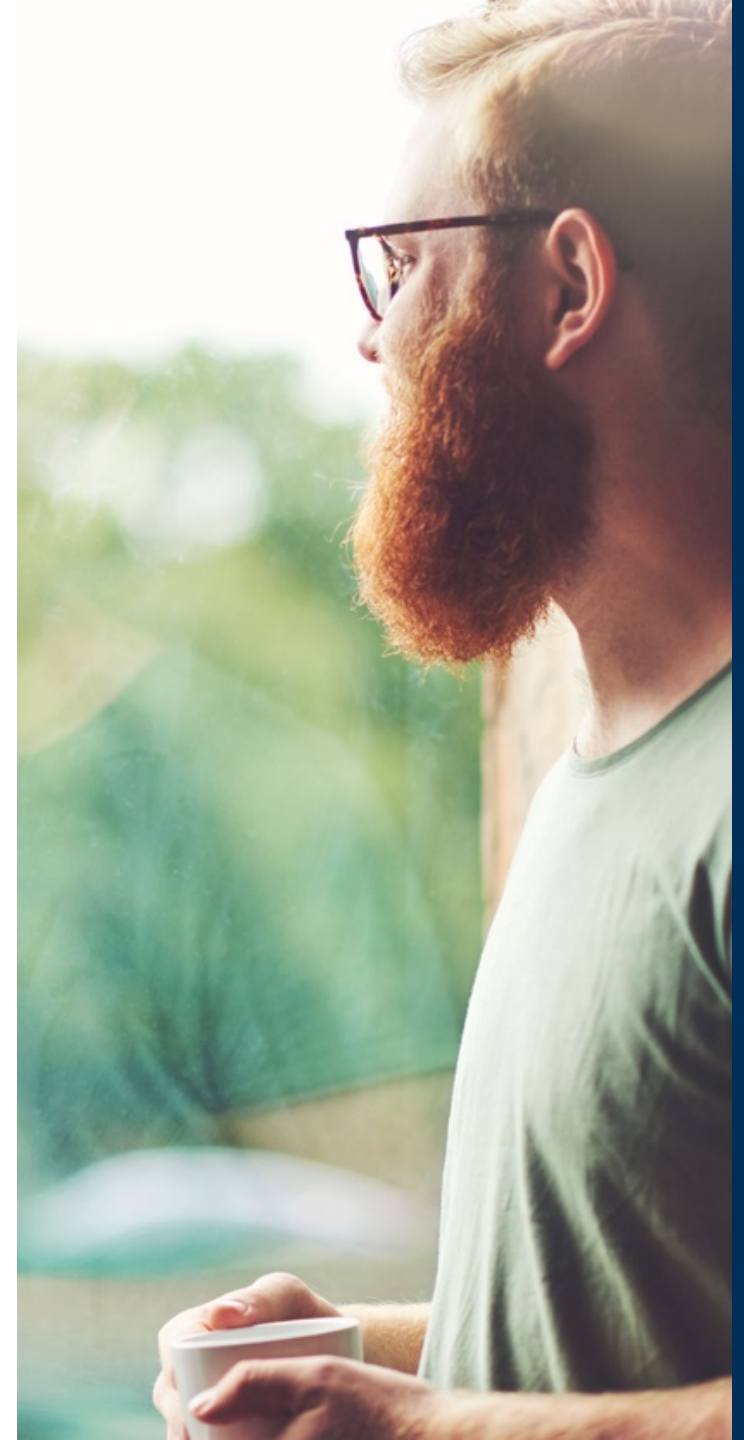


STEP 1

PREPARE

CHECKLIST

- What is the best time and place to conduct this conversation?
- What is the best place and time to invite them to have the conversation?
- How am I feeling prior to this conversation?
- What are my current assumptions / frames about this particular individual.

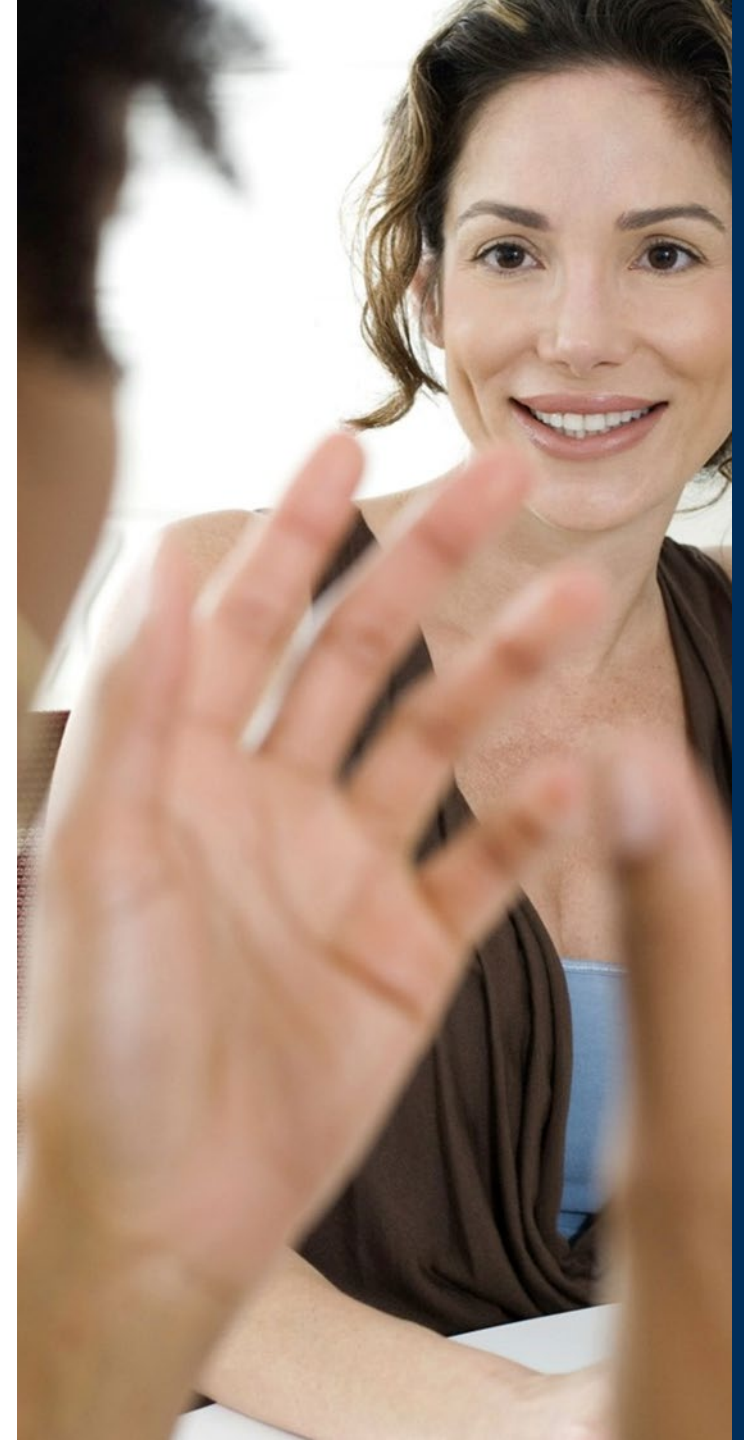


STEP 2

INQUIRE

CHECKLIST

- Are my non-verbal communications congruent with my verbal communication.
i.e. Non-judgemental, calm, attentive.
- Have I shared the reason for this meeting is based on my concerns for their wellbeing?
e.g. energy levels, appeared distracted, appear more irritable etc
- Have I asked an open question to invite the team member to share a bit of information regarding their current state?
e.g. Can you help me understand how you have been feeling lately?



STEP 3

IDENTIFY

CHECKLIST

- Have I reflected back my understanding of how they are feeling?
e.g. It sounds like you have found yourself overwhelmed with worries and have not been sleeping very well of late?
- Have I asked what they are currently doing to try and manage this difficult time?
e.g. Talk with a Dr, online support, EAP etc.
- Have I asked what support they would like from me as their leader and or the organisation?
e.g. I am glad to hear you are getting support from your doctor. Is there anything you think I or the Organisation may be able to do to support you with this?
- Have I informed them of our organisation's confidentiality policy?
- Have I asked how they perceive their work may be contributing to their symptoms?
- Have I asked how they perceive their symptoms may be impacting their ability to meet the requirements of their role?

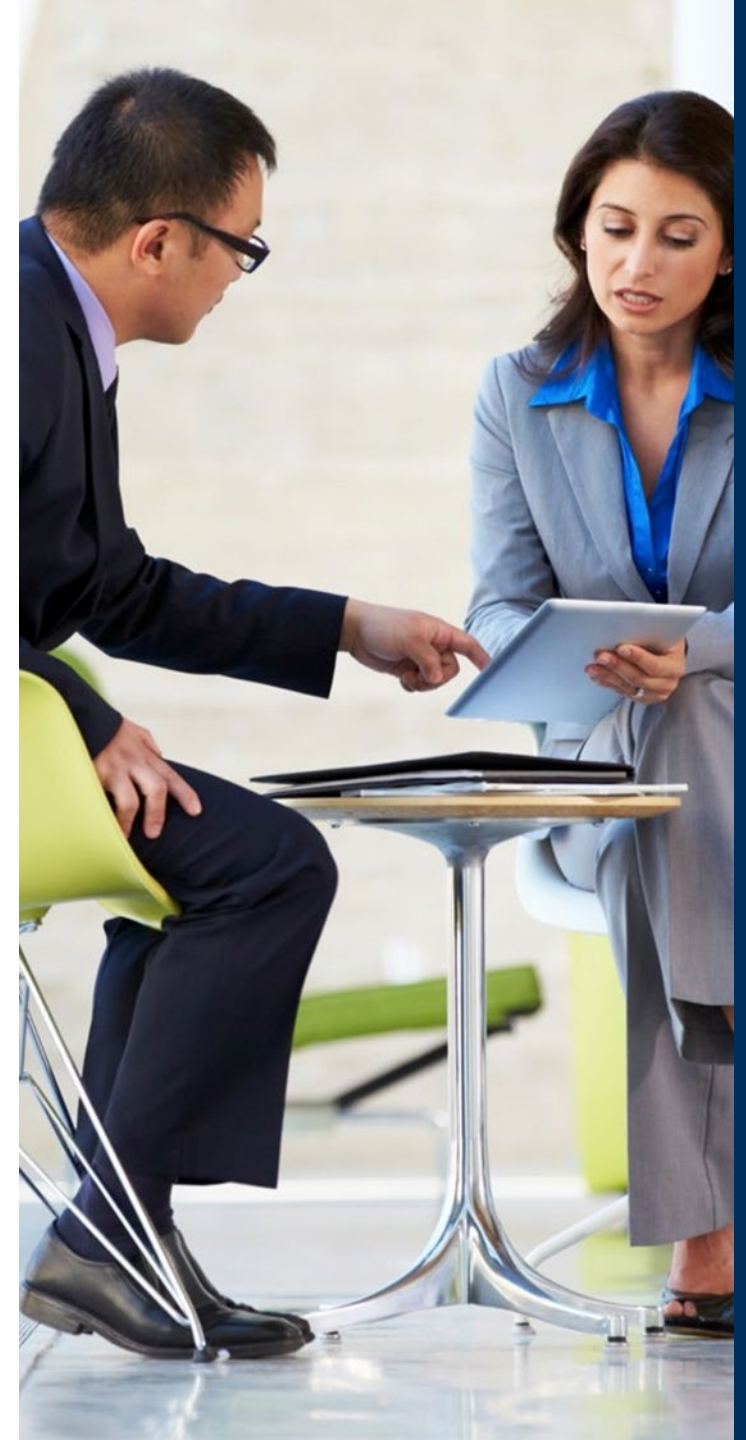


STEP 4

PLAN

CHECKLIST

- Have I asked the team member what they see is a next reasonable step towards supporting them back to full health?
e.g. Given how you are currently feeling and that you have identified you are seeing a psychologist, what do you think would be best regarding your current responsibilities at work?
- If they are already accessing professional support, would it be possible for them to discuss how work demands might need to be modified to relieve extra pressures whilst they are addressing current mental health concerns?
e.g. We do have scope to negotiate adjusting your role if that would help assist you as you deal with this particular mental health challenge?
- Have I asked if they would like to access further support via our EAP?

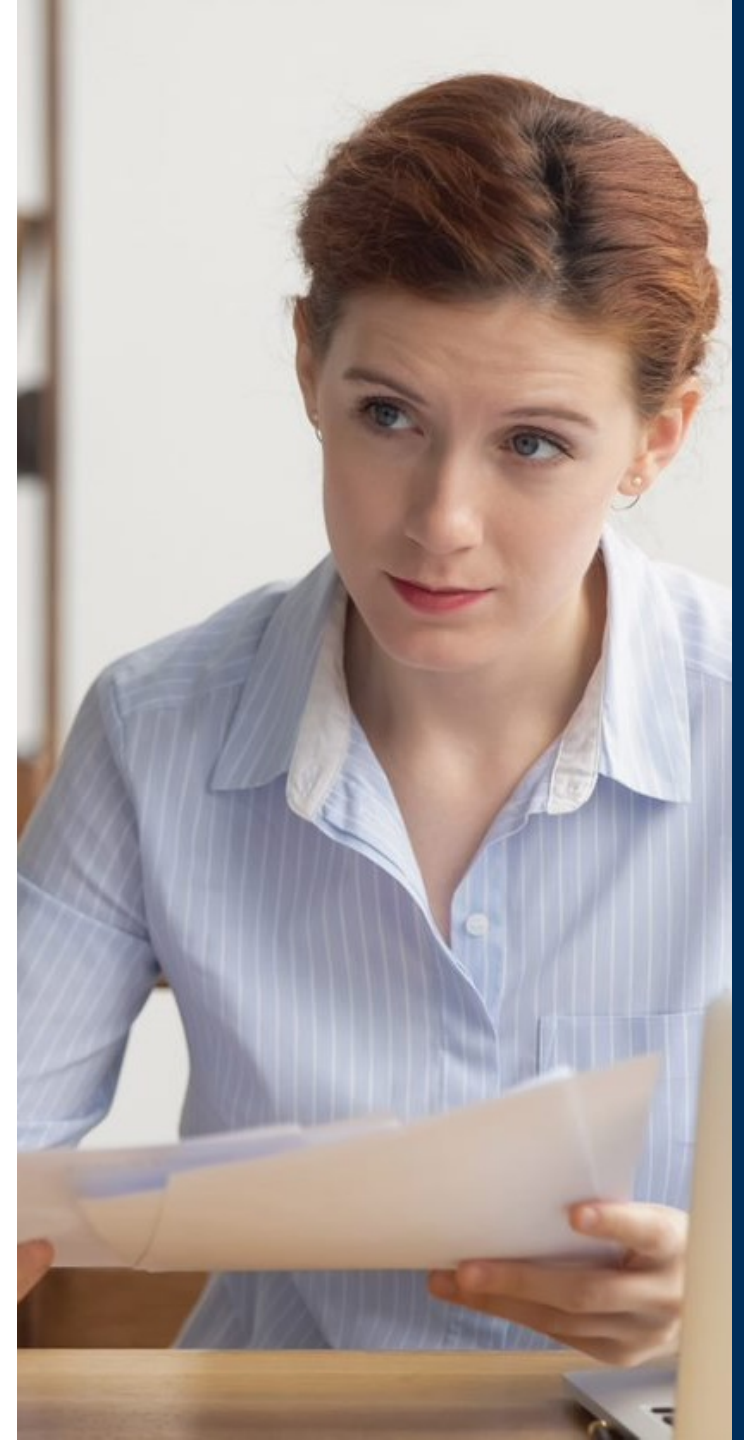


STEP 5

FOLLOW UP

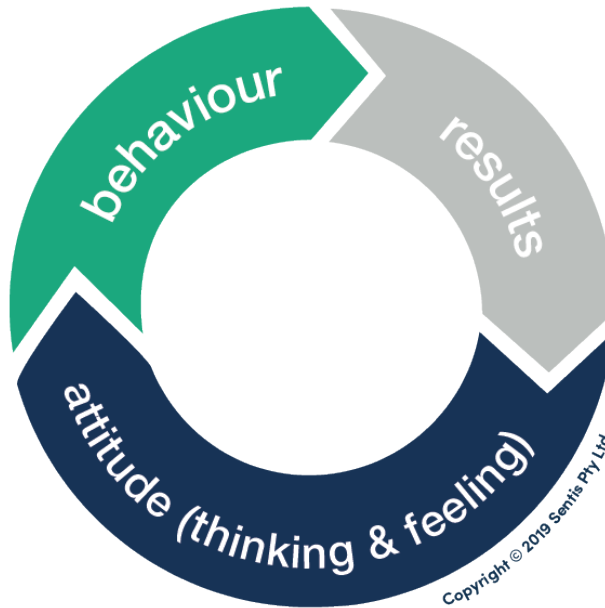
CHECKLIST

- Have we agreed when and how often I will check in with them to review current coping capacities and discussed implementation of any adjustments?
- If they have not sought professional support, have we discussed what support /time frame / leave they may need to access external assistance?



SUPPORTIVE CONVERSATIONS

1. Prepare
2. Inquire
3. Identify
4. Plan
5. Follow up



SUPPORTIVE CONVERSATION



OR PERFORMANCE MANAGEMENT?

A close-up photograph of a person's eye, looking slightly to the right. The eye is light-colored with a dark pupil. The surrounding skin and hair are visible. A white speech bubble with a green dotted border is overlaid on the left side of the image, containing the text "Supporting people who are upset".

Supporting
people who
are **upset**



Supporting
people who **don't**
want support



Supporting
people who
over-disclose

CASE STUDY: SUNCORP



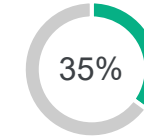
COMPANY SNAPSHOT

- 13,000+ employees
- Australia & New Zealand
- Personal Insurance Division

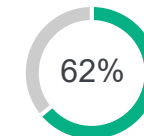
OBJECTIVES

- Increase leaders' capacity to understand mental health and promote employee resilience
- Develop techniques to enhance personal resilience in team members

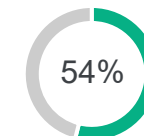
RESULTS



Reduction in recorded mental stress incidents



Reported more positive relationships with their team members following the program



Reported feeling more productive at work as a result of the program

FULL CASE STUDY AVAILABLE ON REQUEST

Q&A

Over to you



WEBINAR OFFER

Complementary online coaching session

with a Sentis coach to deepen your understanding of the concepts explored and create a personalised action plan.

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