



**WHO?**  
Colleagues



**WHAT?**  
Short supportive  
conversations



**WHEN?**  
Before, during, after  
clinical work



**WHERE?**  
Virtual, face to face  
(with social distance)



**WHY?**  
Promote wellbeing  
and resilience

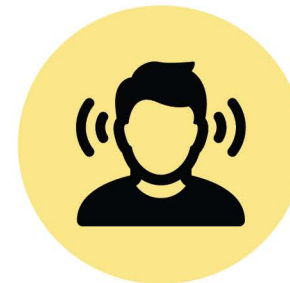
Roadmap	Sample Phrases
Opening	"Hi XX. Things have been hard. Do you have time for a chat? I'm thinking it will help us both feel a bit better. It's ok if you don't." "How are you?"
Sharing Challenges	"What challenges have you had today?" "What has helped?"
Identifying Bright Spots	"What bright spots or successes have there been?" "Any unexpected wins?"
Offering Support	"How can I support you right now?"



**BE PRESENT**



**BE KIND**



**LISTEN**

Strategy	Objective	Sample Phrases
<b>Validate</b>	<b>Acknowledge Feelings</b>	<p>"It sounds like that was really frustrating..."</p> <p>"I totally get why you are feeling that way ..."</p>
<b>Normalize</b>	<b>Assure their Feelings are Ok</b>	<p>"Many of us are feeling that way..."</p> <p>"You are not alone in the way you feel..."</p>
<b>Empathize</b>	<b>Share &amp; Understand Feelings</b>	<p>"I'm so sorry ...that sounds really hard ..."</p> <p>"That's tough, I've been there..."</p>