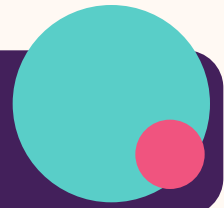


Supportive Language Guide

WHAT TO SAY - AND WHAT TO AVOID



A respectful response can reduce stress and help someone feel safe asking for support.

Try saying

- “Thank you for telling me.”
- “What part of work is harder right now?”
- “What support would be helpful?”
- “Let’s review the options and next steps.”
- “We will protect your privacy.”
- “Let’s check in again on ____.”

Avoid saying

- “You don’t look sick.”
- “Everyone gets period pain.”
- “Are you sure it is that bad?”
- “Why didn’t you tell us sooner?”
- “Someone else has this and they are fine.”
- “Tell me your whole medical history.”

A simple four-step response

- | | |
|--|---|
| ● 1. Listen
Give the person time to explain. | ● 2. Thank
Acknowledge the trust involved. |
| ● 3. Ask
Focus on needs and work impact. | ● 4. Follow up
Agree on next steps and a review date. |

REMEMBER

Do not diagnose, compare experiences or promise an outcome before the appropriate review. Keep health information private and share it only as required by the workplace process.