



Step 2: Plan

Conversation Guide

One-on-one

This guide is here to help you have safe and supportive one-on-one conversations with your workers. This is a chance to check in, listen, and understand. You don't need to fix everything – the aim is to make people feel safe, valued, respected, and supported.

Before you meet

- Choose a quiet and private space
- Allow enough time so neither of you has to rush
- Be ready to listen (not fix – you won't have all the answers)
- Ask yourself: 'Am I in a good headspace to listen well?'

Set the tone

- Thank them for meeting
- Explain why you're checking in: be clear and supportive ('I wanted to check in because I've noticed work has been busy, and I care about how you're going.')
- Respect their boundaries and privacy: let them know they can share as much or as little as they want

Ask and listen

- Ask open, gentle questions ('How have you been feeling about work lately?', 'What has been most stressful for you?')
- Listen without interrupting
- Demonstrate understanding and care about what they have been experiencing

Explore work factors

- Workload ('Does your workload feel manageable?', 'Are there times when the workload feels too much?')
- Support ('Do you feel supported by your team?', 'Is there anyone at work you can go to when things are hard?')
- Role clarity ('Are you clear about what is expected of you?', 'Are there parts of your role that feel confusing?')
- Respect and behaviour ('Have there been any situations at work that made you feel uncomfortable?')



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Offer support

- Ask what would help ('What do you think would make things easier for you?', 'What kind of support would help right now?')
- Suggest options (regular check-ins, adjusting workload or deadlines, talking to HR, using support services such as EAP or external mental health support services)
- Agree on 1-2 realistic actions

Follow up

- Check in after an agreed amount of time ('Last time we spoke, you mentioned X. How are things now?')
- Follow through with agreed actions. If something changes, explain why and what will happen instead
- Keep the door open and invite them to talk to you if they need support or have any issues

If you're worried someone isn't coping, it's okay to start a conversation and check in.

Examples of conversation starters

- 'I've noticed you seem a bit down lately. If you feel like talking, I'm here to listen.'
- 'Would you like to grab a coffee and chat?'
- 'You said things have been hard with work and home. Is there a time today you would like to talk by phone or video?'
- 'Do you want to take a break so we can sit and talk for a bit?'
- 'Hey, I know things have been difficult. Would you like to go for a walk, and we can talk about what's been going on?'
- 'I'm really sorry you're going through that. It sounds hard. Would you like to tell me a bit more?'





Team check-in

This guide will help you run safe and supportive team check-ins. Hearing others share their experiences can help people feel understood and remind them they're not facing things on their own. The aim is to listen, understand, and work together on small steps that make the workplace safer and more supportive.

Before the meeting	• Choose a safe, comfortable space • Allow enough time so the discussion doesn't feel rushed • Be ready to guide the conversation (you don't need to have all the answers)
Set the tone	• Explain why you're checking in ("Work has been busy, and I want to see how things are going for us as a team.") • Remind the team that sharing is optional
Ask, listen and explore	• Ask open questions ('What has been working well for us lately?', 'What could we improve on?', 'How supported do we feel at work?', 'Does our workload feel manageable as a team?') • Allow time for thinking and reflection • Acknowledge themes you hear and thank the team for sharing ('It sounds like workload and communication have been big pressures', 'Thank you for raising this.')
Offer support	• Ask what would make work easier, safer, and more enjoyable • Suggest options (regular team check-ins, clearer communication, adjusting workload or deadlines, using internal and external support services) • Discuss and agree on a few actions to try as a team • Set a time to check in again
Follow up	• Check in after an agreed amount of time ("Last time we spoke, we identified X was a big issue. How does everyone feel that things are going now?") • Follow through with agreed actions. If something changes, explain why and what will happen instead • Keep the door open and invite the team to talk to you if they need support or have any issues • Offer a one-on-one chat with a worker if you are concerned about them



For more information and guidance, please see www.worksafe.tas.gov.au/mindsmatter