



# Creating a Culture of Wellness

- ASK
- LISTEN
- CONNECT

*Source: Dr. Chad Morris, Professor of Psychiatry, University of Colorado*



# ASK...

- Open-ended questions
- Questions that offer sincere care and interest
- Questions that extend an invitation to talk



This COVID time is stressful.

How are you doing?



How are you feeling?

What are you doing to  
take care of yourself?

How are things  
going for you?



# LISTEN...

- Listen to their story
- Reflect and validate their experience
- Focus on the positive



Engage in active  
listening

Focus on the  
person and their  
experience

Validate from  
your perspective  
as a peer who  
has experienced  
a similar  
situation

Reflect back on  
what you hear  
the person say

Maintain  
appropriate eye  
contact



# CONNECT...

- Offer to check in again
- Refer your colleague to EAP or other resources



I'm available to talk  
again.

What kinds of  
resources would be  
helpful to you?

Let's plan another  
time to check in.

Who are some other  
people you want to reach  
out to for support?





# DO NOT...

- Try to fix the problem
- Give unsolicited advice
- Act as a therapist
- Focus on action
- Break confidentiality
- Make someone talk before they are ready