

# “Notice, Ask, Guide”

## Support Conversation Script





This script helps supervisors support staff who may be stressed, overwhelmed, or not themselves.

It's designed for quick, calm, compassionate conversations during a busy hospitality shift.

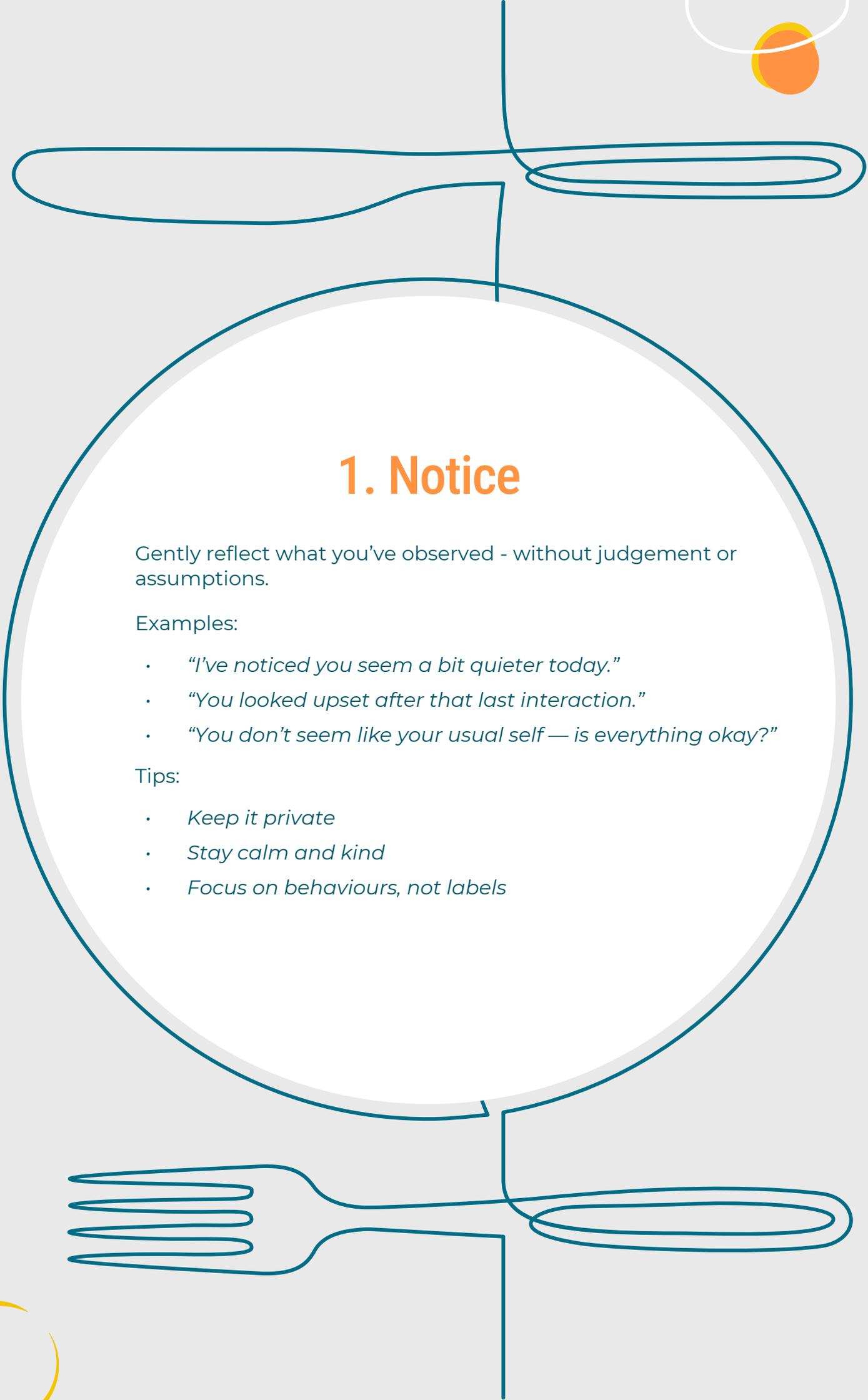
# Why Use This Script?

- Builds psychological safety
- Encourages open and supportive communication
- Helps identify issues early
- Reduces stigma around mental health conversations

# The 3-Step Approach

- 1. Notice
- 2. Ask
- 3. Guide





# 1. Notice

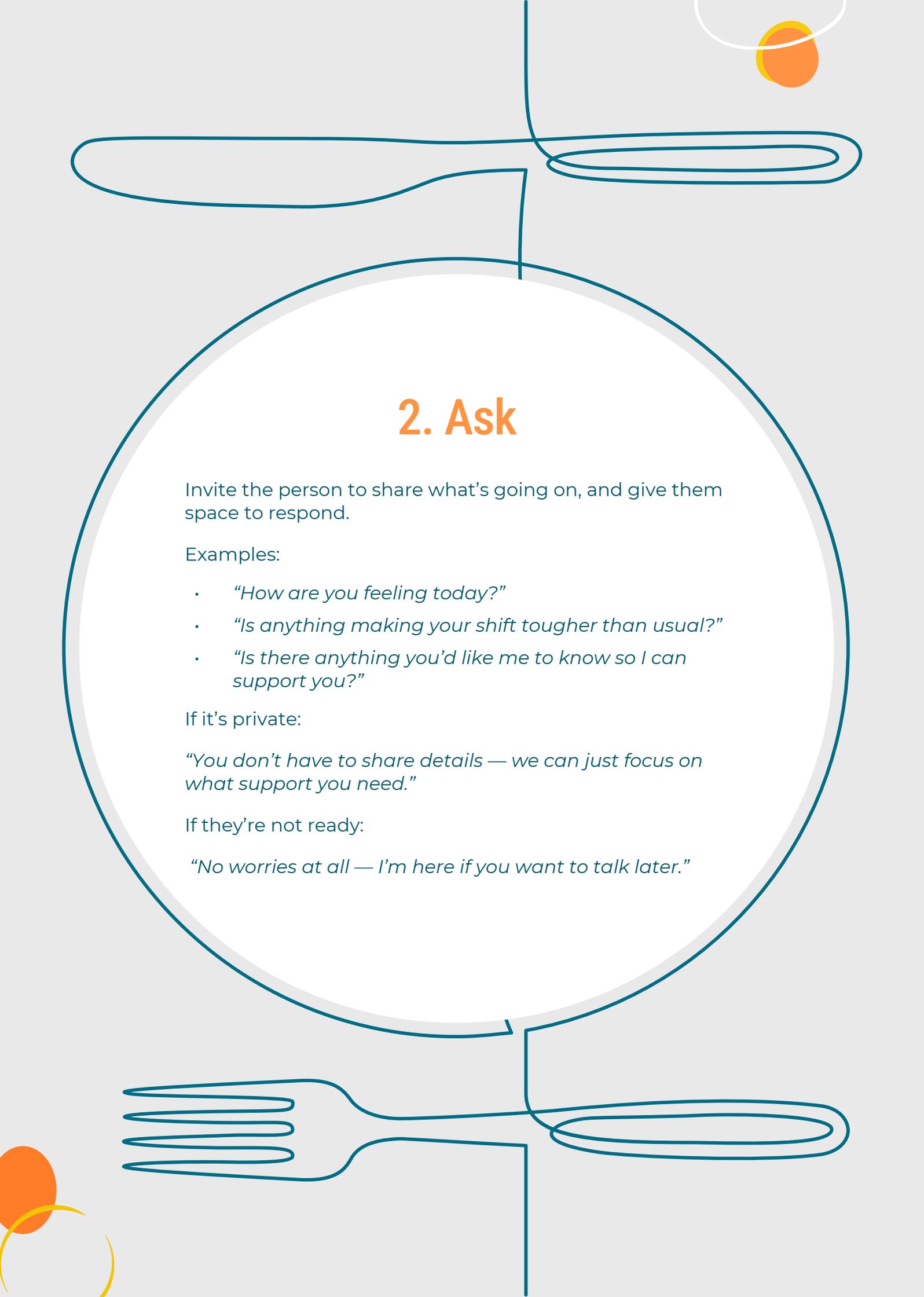
Gently reflect what you've observed - without judgement or assumptions.

Examples:

- *"I've noticed you seem a bit quieter today."*
- *"You looked upset after that last interaction."*
- *"You don't seem like your usual self — is everything okay?"*

Tips:

- *Keep it private*
- *Stay calm and kind*
- *Focus on behaviours, not labels*



## 2. Ask

Invite the person to share what's going on, and give them space to respond.

Examples:

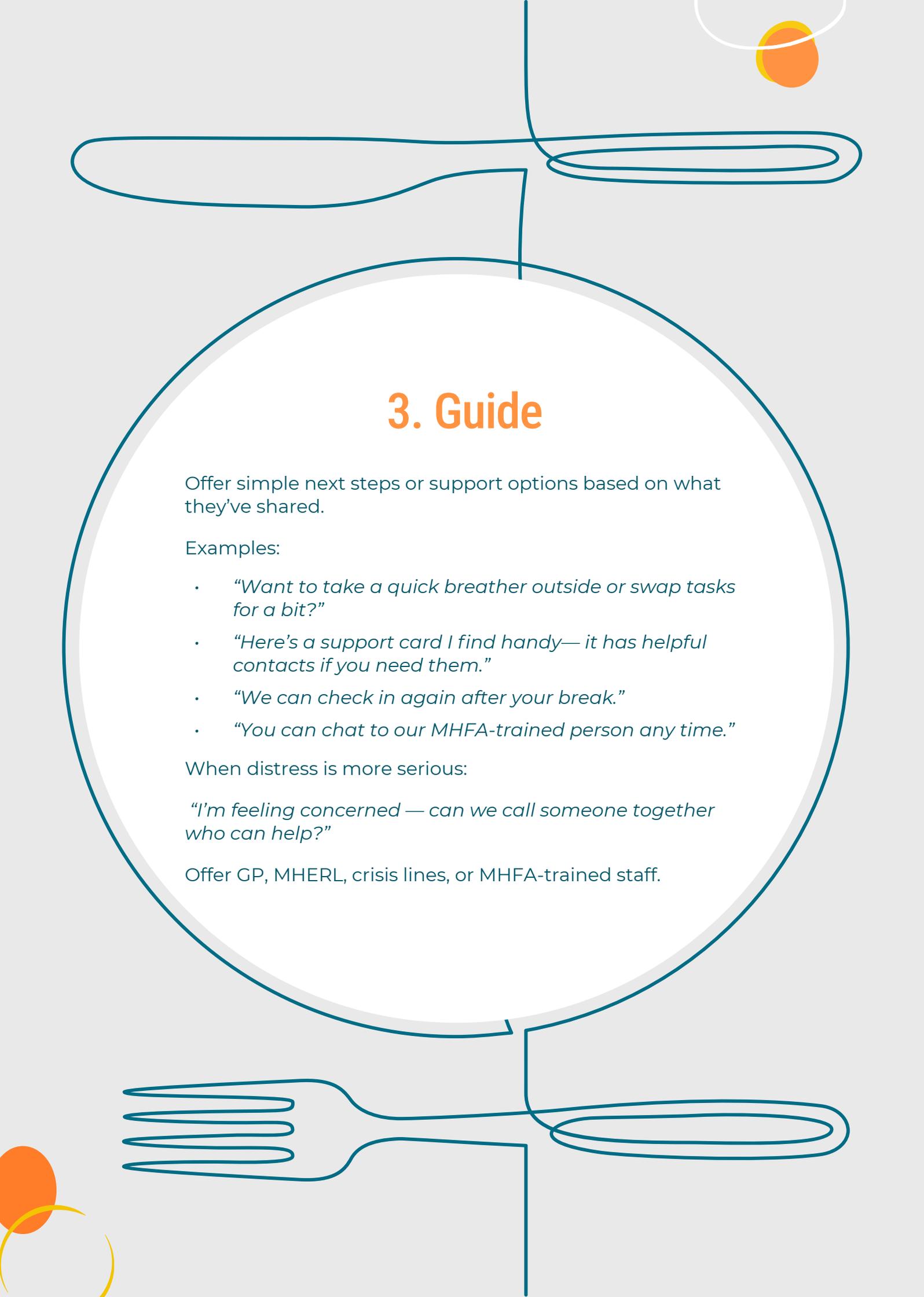
- *"How are you feeling today?"*
- *"Is anything making your shift tougher than usual?"*
- *"Is there anything you'd like me to know so I can support you?"*

If it's private:

*"You don't have to share details — we can just focus on what support you need."*

If they're not ready:

*"No worries at all — I'm here if you want to talk later."*



## 3. Guide

Offer simple next steps or support options based on what they've shared.

Examples:

- *“Want to take a quick breather outside or swap tasks for a bit?”*
- *“Here’s a support card I find handy— it has helpful contacts if you need them.”*
- *“We can check in again after your break.”*
- *“You can chat to our MHFA-trained person any time.”*

When distress is more serious:

*“I’m feeling concerned — can we call someone together who can help?”*

Offer GP, MHERL, crisis lines, or MHFA-trained staff.

# In an Emergency

If someone is at immediate risk:

- Call 000
- Stay with them until help arrives

# Signs to Look Out for

- Low energy or fatigue
- Irritability or mood changes
- Withdrawal or quietness
- Difficulty concentrating
- Distress after a customer incident

# Tips for Managers

- Stay warm, calm and non-judgemental
- Listen more than you speak
- Keep confidentiality
- Don't try to "solve" — just support
- Follow up later in the shift or the next day

## Download More Tools

Find posters, scripts and wellbeing resources on the Healthy Mind Menu Online Hub.

[healthymindmenu.org.au](https://healthymindmenu.org.au)