

Wellbeing Staff
Conversation Cards

Where's your
**battery at
today?**



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Online Hub

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Who might
need a check-
in today?



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What was the
hardest
moment of this
shift?



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What's been
draining you
lately?



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What do you
need from the
team today?



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How are you
feeling right
now?



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What's your early
warning sign
when you're
running low?



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Can we pause
for 30 seconds?



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Who can you go
to if today gets
heavy?



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Before we close
— what did we
do well?



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Is anything
making today
harder than usual?



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How do we want to
show up today?



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- Name it. Don't blame it.
- Then ask: What would have helped?



- Notice without judgement.
- "I've noticed you seem a bit quieter – everything okay?"



- Share your percentage (0–100%).
- If you're under 40%, what would help lift it 10% before service?



- Drained? Proud? Shaky?
- There's no "wrong" answer.
- Let it land before you head home.



- Clear communication?
 - Task rotation?
 - A breather during peak?
- Ask early.



- Long shifts? Customer load? Sleep?
- Name it so it doesn't stay invisible.



- Supervisor
- MHFA-trained staff
- Support card contacts

You don't have to carry it alone.



- One slow breath in.
- Long breath out.
- Reset your nervous system before the next ticket.



- Irritable? Quiet? Foggy?

Tell someone before it becomes a crisis.



- Calm.
- Clear.
- Supportive.

Pick one word as a team intention.



- You don't have to share details.
- Just name what support would help.



- Call it out.
- Small wins build strong teams.

