



Key points:

- Model the way – who you show up to be matters - hugely
- Your greatest risk is burnout, due to over commitment, no reprieve, no incidental interactions, monotony, depression – self-imposed servitude
- Emotional regulations system – When in ‘Drive’ the focus is ‘me and my task,’ therefore the other’s pain is perceived as an obstacle.
- Biological foundations for how we relate: SCARF – Status, Certainty, Autonomy, Relatedness, Fairness. These elements either push towards threat or towards reward.
- Be brave and know that you do not have to have the answers, you just have to be available, kind and curious. Trust what emerges between you.

First you have to be available to the other

You cannot drink from an empty cup

Be the Adult Motto: Clear is Kind, Curious is Clever, Presence means Potential

Eight Steps of Engagement

1. Don't ignore, be present to others and their emotions, what they say between the lines. Structure the relational aspect into catch ups. Be aware of your own need to be transactional and 'get things done' getting in the way for being present and allowing space for sharing.
2. It is likely that you have a culture of efficiency and effectiveness where their historically has not been the space to share about our personal life, and in particular our challenges. Don't accept their first habitual answer of 'I am fine', ask further specific questions.
3. Reassure that you are available, that they have resources available to them, ask if they have anyone at home to talk to, observe.
4. Don't jump in to solving the problem or minimise by saying what you have read or what you do to feel good. You are not them and they are not a research object. (don't be the Parent)
5. Listen deeply, allow pauses, ask clarifying questions. Allow your heart to guide you.
6. Ask how you can best support, what you can do.
7. Have a system in place so they do not fall through the cracks and so you don't forget. Diarise you connecting and checking in.
8. Normalise human distress (you might not even use the term Mental Illness) you might then share how you have experienced a challenging time yourself.