

# RU OK?™

A conversation could change a life.

## Start a conversation using these 4 steps



### 1. Ask R U OK?

- Start a conversation somewhere private
- Build trust through open and relaxed body language
- Ask open-ended questions



### 2. Listen without judgement

- Give them time to reply
- Avoid solving their problems
- Don't trivialize what they're feeling



### 3. Encourage action

- Summarise the issues
- Ask them what they plan to do
- Urge them to take one step towards that solution



### 4. Follow up

- Put a note in your diary to call them in one week
- Listen without judgement again
- Ask if they've managed to take that first step

### Dealing with denial?

If they deny the problem they're not ready to talk, so check in with them soon. And remember... It's ok to say, "I'm not ok."



Encouraging Conversations: