

Tip sheet

Looking out for each other during COVID-19

Before COVID-19, we were used to spending a lot of time with our teammates – either at site, out in the field, socialising over lunch and back at camp, or in the office during meetings and informal gatherings. It was easier to get a sense of their moods and notice subtle changes in their behaviour if they weren't having a great day.

Social distancing measures in place can make checking in with our colleagues a little trickier now, but it's really important to keep looking out for each other, and watch out for signs when someone isn't ok.

When to consider starting a conversation?	<p>Some signs to look out for in your colleagues (either in person or on video conference/telephone) include:</p> <ul style="list-style-type: none">• Sounding flat during one-to-one conversations or meetings.• Physical changes such as headaches, sleep problems or fatigue, digestive problems and/or weight changes.• Behaviour changes such as over-reacting, emotionally charged, more distracted, becoming withdrawn, increased use of alcohol, tobacco etc.• Hidden changes such as feeling anxious or angry, lowered self-confidence, lowered mood, lowered energy, assuming the worst and doubting your own ability.
How to start a conversation	<ul style="list-style-type: none">• Approach the conversation with care, and be open and empathetic.• Before starting a conversation, think about:<ul style="list-style-type: none">○ Picking a place that is relatively private and informal to have the conversation – either face to face, or on the telephone.○ If possible, think about walking and talking or sitting down for a drink or break. The same principle applies to those who may not be able to have a face-to-face conversation.○ Give yourself enough time to talk and be in the right headspace.○ Find out what type of support options might be available.
Listening and encouraging action	<ul style="list-style-type: none">• Make sure you listen to what they have to say without judgement.• Take what they are saying seriously and help them open up by asking questions about how they are.• Remember you don't need to resolve the issue and don't feel as though you need to have all the answers.• It's unhelpful to tell them things like "we all get stressed" or "I can imagine how you feel".

- Encourage them to take action by:
 - Speaking with a family member or trusted friend.
 - Making an appointment with their doctor.
 - Contacting the [Employee Assistance Program](#) if they would like in depth assistance or support.
 - Pointing them towards other support tools available on the wellbeing pages of bhp.com ([English](#) | [Spanish](#)).

Follow up

- Follow up a few days after you've had the conversation to see how they are going. They may need your support again.