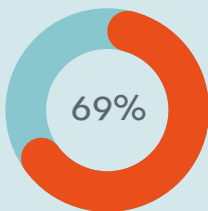
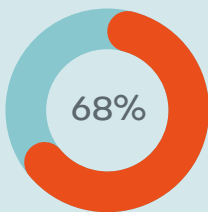


Confident conversations: checklist for managers

Line managers are often the first to encounter employee wellbeing issues, but they might worry about saying the ‘wrong thing’. The CLERKS checklist is a simple way to help managers feel more confident starting conversations about wellbeing and mental health.



69% of employees say their manager impacts their mental health — on par with their spouse.



68% of employees would like their manager to do more to support their mental health.

C Confidentiality

Offer reassurance that the chat is private and won't impact performance reviews.

L Listening

Ask open-ended questions, practise active listening and give your full attention.

E Empathy

Managers don't need to fix everything — understanding goes a long way.

R Role modelling

If managers prioritise their own wellbeing, their team will feel confident to do the same.

K Knowing your people

Build trust and familiarity to help spot changes in employees' behaviour or mood.

S Signposting

Managers can help people access support via an EAP, helpline or external resources.