

# Crisis Intervention:

## How to take action as a business when someone is in crisis

When we are concerned about someone, we are afraid to intervene; and we often feel it's our responsibility to solve their problems. If you're worried an employee might be struggling with their mental health; below you'll find how to approach the situation as well as how to identify where your responsibility ends.



### ASK

### LISTEN

### SIGNPOST

## Ask

1. Notice behaviour changes.
2. Don't overcomplicate it; "are you ok?" is sufficient.
3. Ask twice.
4. Show compassion.
5. Find an environment that feels natural and safe for both of you.

## Listen

1. Be an active listener.
2. Zero judgement.
3. Avoid interrupting.
4. Be aware of body language.

\*This might be something they've never shared before, therefore saying it out loud can be hugely beneficial for them.

## Signpost

1. Remember you are not a 'therapist'.
2. Signpost to professional support.
3. Signpost to internal support.
4. Offer them optional support.

Your role stops when you have done what you can. Professional help and guidance may often be needed and [further UK support can be found here:](#)

**Shout text service:**

85258

**Papyrus hotline:**

0800 068 41 41 (10am – 10pm)

**If in crisis:**

999

**Calm hotline:**

0800 58 58 58 (5pm – midnight)

**Samaritans:**

116 123 (24/7)