



Helping Those Struggling with Emotional Pain

Offering support to those around you can make a big difference in someone's life.

If you are not sure what to say, consider the following suggestions:

- Let the person know that you have noticed a change and that you care. "Lately, I have noticed that you haven't been yourself and I am concerned."
- Depending on your relationship with the person, you may want to note changes in work performance or attendance. "You have seemed distracted," or "You have called in a lot lately."
- Acknowledge his/her right to not tell you what is going on. "Whatever might be going on for you is none of my business and I am not trying to pry."
- Offer information about getting assistance. "Sometimes, talking to a professional can help. The EAP is available to you and it's confidential.* If it's okay with you, I will just give you the number in case you decide you want to call."

What do you do for a friend or co-worker in obvious emotional pain? Bringing up the possibility of getting help can seem risky. Feeling uncomfortable or awkward about this type of situation is perfectly normal.

Overcoming that discomfort and having the courage to raise the issue might make a big difference in that person's life.

Call the EAP if you still have questions or concerns about how to encourage someone you care about to get help. We are here for you around the clock.

*EAP counselors have master's degrees and are licensed professionals. Your privacy is protected by strict federal and state confidentiality laws and regulations and by professional ethical standards for counselors. Information you share with the EAP may not be released to anyone without your prior written consent, except as required by law (e.g. when a person's emotional condition is a threat to him or herself or others, or there is suspected child or elder abuse) or the issuance of a court order upon a showing of good cause.