



Emotional First Aid for Employees

We are Here to Help.

*Mental Health and Wellbeing Resources to help you stay
balanced during emotionally challenging times.*



Workplace Emotional First Aid

- People get hurt at work every day. While we spend time training to respond to physical injuries, many of us just don't know how to react when someone near us is emotionally hurting and needs help.
- Severe emotional events affect almost everyone. But sometimes, less severe experiences can also damage people.
- Being yelled at by a supervisor. Being blamed for something. Fighting with a co-worker. Feeling misunderstood. Facing unexpected changes.
- These situations can hurt. Some of us recover on our own, but without Emotional First Aid (EFA), the pain can grow into lingering wounds.
- We all respond to personal experiences in different ways at different times. One person might be feeling more sensitive than usual because of problems at home. Another may simply lack personal resilience skills.
- What might seem like a small incident to you, could feel like the world is crashing down on a co-worker.
- Without EFA skills, people often ruminate, replaying incidents in their heads or talking about them with co-workers or family members. Rumination doesn't resolve pain, so people get stuck and develop psychological wounds.
- Rumination can lead to personal problems, including depression or substance abuse. Being around people who spend time ruminating can also damage you.
- You can use your EFA skills to help others avoid psychological wounds while you help protect yourself from negativity at work.

8 Emotional First Aid Tips for Helping Others

1. **Be a Positive Listener.** When someone is stuck in a rumination loop, they might just need a good listener to help them move on. Listen without judging, but try to pick up on cues of how they were hurt.
2. **Encourage Positive Self-Talk.** Repeat key moments of their story, so they know you're listening, but leave out any negative self-talk they included.
3. **Remind Them to Be Kind.** Ask how they'd feel if you were in their situation. Remind them to treat themselves the way they'd treat you or other co-workers or friends.
4. **Help Them Reframe the Situation.** Ask what they would do differently next time. This can help them move past the incident by planning for the future.



Emotional First Aid Tips for Helping Others (Continued)

5. **Encourage Resolution.** If possible, suggest they talk about it with the other people involved. Most people don't want to hurt others, and they will likely modify their behaviors in the future.
6. **Help Them Find Closure.** Recommend they write about what happened and then write how it could have gone better. Writing can help bring closure and break the overthinking cycle.
7. **Share Mindfulness Strategies You Use.** Go for a walk with them or suggest other mindful activities: breathing exercises, yoga, etc.
8. **Recommend Counseling.** Counseling can help people recover from psychological wounds fast. It's free and confidential with services provided by Uprise Health.

Crisis Emotional First Aid Skills

Traumatic events can happen anywhere, including at work. They might include an accident, an act of violence, or a natural disaster. If something like this happens at your workplace, take care of yourself. Once you know you're okay, try to help others who might be suffering from emotional shock.

5 Tips for Helping Someone Who Has Just Been Traumatized

1. Help with any bodily injuries, medical issues, or physical needs first.
2. Go to a safe place if possible.
3. Stay with them. Don't get up and act like nothing happened. Help them stay dry, warm, and still. Trembling or being emotional is part of healing, and better than 'numbing out.'
4. If the person wants to talk, listen without interrupting or changing the subject.
5. Encourage them to reconnect with their body and feel the sensations in their body fully. Trauma cuts us off from our bodies. When we are in overwhelming danger, we dissociate or leave our bodies.

You can help someone in emotional shock by asking permission to hold their hand or squeeze their shoulder, ask them to describe the color of the room or the shirt you are wearing or give them something to hold, like a coin or scarf, and talk about how it feels. Ask them to tell you about a favorite place, where they feel safe or happy. Have them describe how they feel when they are in that place, including the smells, sounds, and colors.



10 Emergency Emotional First Aid Skills to Help Yourself

- 1 Take five slow, deep breaths.
- 2 Remind yourself that this, too, shall pass.
- 3 Accept all of your feelings.
- 4 Have faith in you. You can handle more than you might believe at this moment. Use meditation or prayer for added support.
- 5 Don't take anything personally.
- 6 Try to stick with your routine, even if you feel dazed or numb. It will help anchor you.
- 7 Eat, sleep, or get some fresh air.
- 8 Picture your 6-year-old self, and lovingly embrace that child. Gently reassure the frightened self inside you.
- 9 Understand you are here, in this life, for everything, good and bad. Visualize yourself as a river of experiences, and let life flow without judgment.
- 10 Connect with someone. Talk to a friend, family member, or EAP counselor. Helping a co-worker might also help you feel better.



We Are Here to Help

EAP benefits are available to all employees and their families at NO COST to you. The EAP offers confidential advice, support, and practical solutions to help you through your grief and loss. You can access these confidential services by calling the toll-free number below and speaking with our care team or accessing online.

Short-Term Therapy

For a deeper level of support, members can request short-term therapy by calling Uprise Health. Our nationwide provider network of more than 60,000 counselors can be filtered by criteria including geography, clinical specialty, cultural background, and other preferences, to ensure a perfect fit for you. After speaking with our care team, you will be provided with a list of providers. You can schedule an appointment yourself or ask the care team for assistance scheduling.

24-hour Crisis Support

During business hours, members who are in crisis are connected with an Uprise Health clinician who will stabilize your situation and refer you to appropriate support. After-hours calls are answered by behavioral health professionals located within the U.S. If you are in life threatening situation, please call 9-1-1 as you would do for any other medical/life emergency.

Online Peer Support Groups

As part of your EAP program, you can request up to 10 online peer support group sessions where you will have a safe and confidential place to speak with others who have similar issues. Please call Uprise Health and speak with our care team to learn more about the Grief and Loss support group.



Contact Uprise Health

Call: 1-800-395-1616

Visit: members.uprisehealth.com