



IPINCLUSIVE

Working for diversity and inclusion in IP



Jonathan's Voice
Speaking out for mental health

Taking the conversation one step further

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Jonathan's Voice

www.jonathansvoice.org.uk

Registered Charity 1180424



Self-care during delivery

If anything raises any distressing issues for you, please take care of yourself during and after, in whichever way suits you best



Introduction to Jonathan's Voice



Jonathan was a patent attorney in Bristol. On the outside, life appeared to be going well. But a month after his 35th birthday he tragically took his own life on 30th October 2017. An “out of the blue” suicide. Sadly, he had been masking his mental health struggles very, very well.

Shortly after this tragic event his family founded Jonathan's Voice, now a registered charity, to promote better mental health in the workplace.



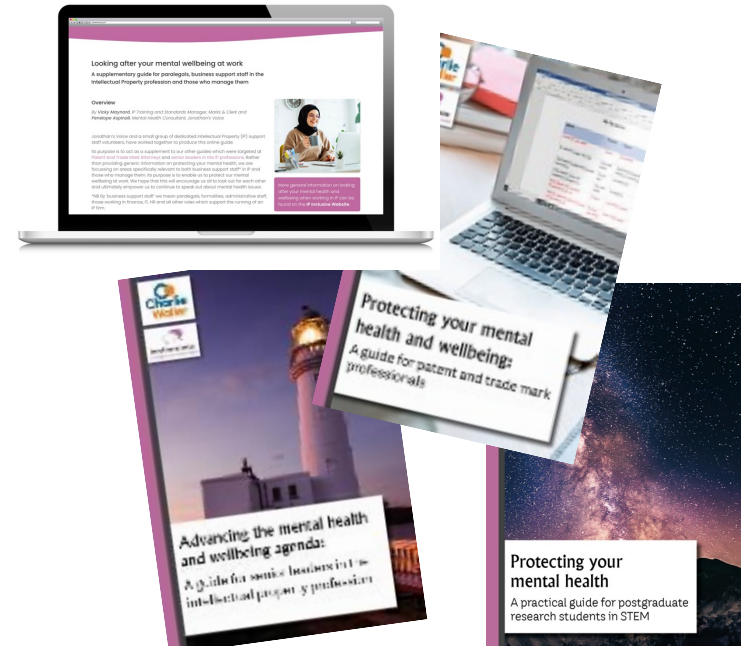
Our Mission

- ▶ To open up the conversation about mental health in the workplace and to provide resources to organisations and individuals in order to support good mental health so all may thrive.
- ▶ Most importantly, we want to break down the stigma which prevents people from opening up about their mental health and give people the skills and confidence to know how to respond.



What do we do?

- ▶ Because of our history we have a particular focus on the staff working in intellectual property sector and associated professions.
- ▶ We work alongside professional institutions, individual firms and CIPA, CITMA and IP Inclusive to help develop mentally healthy workplaces where all may thrive.
- ▶ We provide workshops, webinars and resources. As a charity, we can offer these free at the point of delivery.
- ▶ We also fund vital research into better understanding of male suicide and preventative steps.



All available to download free of charge from

www.jonathansvoice.org.uk



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We depend on your generosity

If you would like to donate or do some fundraising for us please visit our webpages for simple information on how to do this.

<https://jonathansvoice.org.uk/donate>

<https://ipinclusive.org.uk/ip-inclusive-fundraising/>





How can we help?





Stay calm

Notice:

- ▶ Breathing & posture.
- ▶ Yours and theirs.
- ▶ Thoughts: are you panicking or putting pressure on yourself to solve/rescue?



Fear of making things worse

- ▶ No evidence that talking about mental health or suicide will make things worse.
- ▶ Evidence shows taking an interest in someone's wellbeing can be helpful. They feel listened to, validated and cared about.
- ▶ This often motivates people to take positive steps towards resolving their difficulties.

(Rory O'Connor, Professor of Health Psychology at Glasgow University)



Offer

- ▶ Calmness
- ▶ Compassion and warmth
- ▶ Authenticity
- ▶ Steadfastness
- ▶ Sincerity

(Owens et al., 2019)

<https://pubmed.ncbi.nlm.nih.gov/31740473/>



Pay attention

- ▶ Avoid glancing at screens
- ▶ Remove/ignore other distractions
- ▶ Focus on the person's concerns





Listen

- ▶ Mindfully –stay in the moment.
- ▶ The speed of our brains can be a barrier to good listening.
- ▶ Lead us to make assumptions, prejudge the person/content, or our attention to wander.
- ▶ Listen to understand, not to be understood.



Barriers to good listening

- ▶ Preoccupied with own concerns
- ▶ Feeling uncomfortable or ill
- ▶ Feeling out of your depth
- ▶ Negatively impacted by the content
- ▶ Feeling pressured to 'fix' the problem

- ▶ Insufficient time





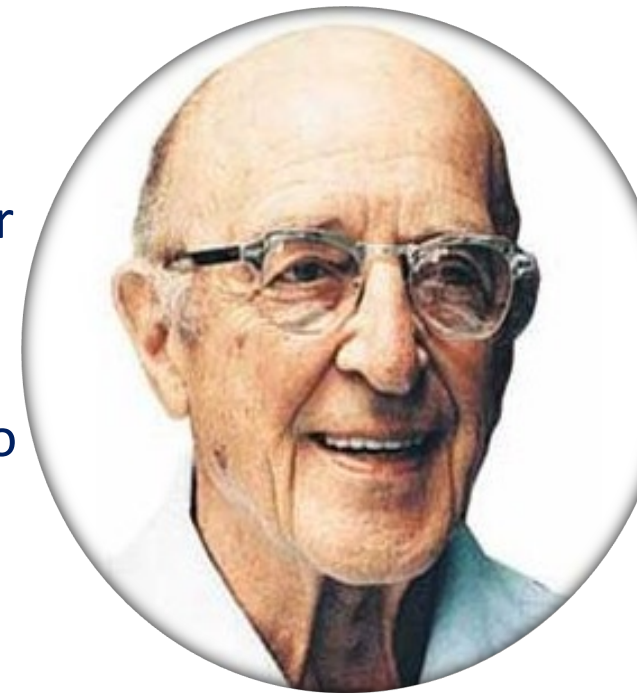
Facilitating the conversation

- ▶ Put the person at ease.
- ▶ Calm & soothing tone.
- ▶ Encourage them to talk.
- ▶ Don't interrupt or push.
- ▶ Avoid giving unsolicited advice or solutions.
- ▶ Or talking about your own experiences: e.g. 'I know exactly how you feel because...'



A climate for psychological growth

- ▶ **Congruence/appropriate transparency**
Genuine and transparent relating to others, without hiding behind a professional or other façade.
- ▶ **Unconditional positive regard**
Acceptance and prizing of the person for who they are, without conveying disapproving feelings.
- ▶ **Empathy**
Communicate understanding of the other person's perspective or frame of reference.





Empathy

- ▶ The ability to get alongside someone, understand how they are feeling & see a situation from their point of view
- ▶ Listening is important to achieve empathy – don't jump to quick conclusions.
- ▶ Notice how they describe their feelings & circumstances.
- ▶ Notice their body language & be aware of your own.
- ▶ Suspend judgement.



Conveying empathy

- ▶ Focus on feelings
- ▶ The music behind the words
- ▶ Identify emotion, *'You seem angry/upset/anxious.'*
- ▶ Acknowledge distress from the person's perspective, *'It's been difficult juggling all these demands.'*
- ▶ Validate their experience, *'Sounds like you were really disappointed?'*

Active Listening Skills

Open Questions

*Who? When? Why?
How?*

Summarise

'So you're being evicted next week?'
Shows you've listened & understood.

Reflect

Repeating a word or short phrase can encourage them to go on/expand.

React

'That sounds stressful'.
You don't have to be completely neutral.

Short words of encouragement

'Yes', 'Go on',
'Mmm'.

Clarify

'Tell me more about.'
Ensures you don't gloss over important points.



If someone is crying

When someone cries, we may:

- ▶ Feel embarrassed/uncomfortable/helpless
- ▶ Want to rescue them
- ▶ Try to stop them crying.

This can convey the message we can't cope with their upset & might lead them to conclude they shouldn't 'burden' us.

So, keep calm, contain these instincts & concentrate on being empathic.



Responding to crying

- ▶ People often apologize for crying. Formulate a neutral response such as 'It's OK, take your time.'
- ▶ If you know a bit about their situation, an empathic response might be, 'You've had a devastating experience' or 'Losing her has been really hard.'
- ▶ Don't be afraid to leave a silence while the person composes themselves.
- ▶ If the silence has gone on too long, gently offer them a starting point such as, 'Tell me a bit about what happened after.....'



Ending the conversation

- ▶ Check out how the person is feeling now.
- ▶ Where they're going/what they'll be doing next?
- ▶ Encourage them to identify some potentially helpful next steps.





Self Care

- ▶ People often report feeling a lot 'lighter' after opening up to someone.
- ▶ Where has their distress/emotion gone?
- ▶ Vicarious trauma.
- ▶ Monitor your own wellbeing.
- ▶ Identify your support system and make sure you use it.
- ▶ Be kind to yourself.
- ▶ If you've been involved in an emergency situation, your own stress mechanism may have been triggered & you'll need time to reset.



Where to get help

- ▶ Your GP or practice nurse, especially if you have physical symptoms that need checking out; in a crisis call 111, 999 or go to A & E
- ▶ Hub of hope <https://hubofhope.co.uk/>
- ▶ Your line manager, supervisor or colleague
- ▶ Human Resources
- ▶ Mental Health First Aider or Mental Health champion
- ▶ Employee Assistance Programme, if you have one
- ▶ For student members of CIPA, there's also the Informals' MHFAer support line via informalswelfare@gmail.com (see <https://yellowsheet.wordpress.com/access-to-mental-health-first-aiders-and-support-helplines/>).
- ▶ LawCare <https://www.lawcare.org.uk/> 0800 279 6888
- ▶ Samaritans <https://www.samaritans.org/> 116 123
- ▶ Calmzone <https://www.thecalmzone.net/> 0800 585858



Short videos

- ▶ It's not about the nail... (Don't interrupt!)

<https://www.youtube.com/watch?v=-4EDhdAHR0g>

- ▶ More about empathy

<https://www.youtube.com/watch?v=1Evwgu369Jw>

- ▶ 6 tips for moving a conversation forward

https://www.youtube.com/watch?v=oWe_ogA5YCU

(NB. The equivalent number to call in the UK is 111.)



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Find out more about us

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