



Talking mental health in financial services



MHFA England



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People in all lines of work can feel stress and pressure in their jobs and working in financial services is no exception.

The effects of the pandemic have changed the way we work and alongside cost of living challenges it has never been more important to talk about mental health in the financial services sector.

Many organisations have taken positive steps to support the mental health and wellbeing of their staff. In a survey of those working in the sector, **64%** of you said it had become easier to talk about mental health since the pandemic.

However, as **83%** of those surveyed said they had changed jobs or considered changing jobs because of the negative impact work had on their mental health, there is clearly more to be done. We need to normalise conversations about mental health so everyone can seek support if needed.

Talking tips

Starting a conversation about mental health doesn't have to be difficult. Talking about mental health can help you and those you work with be happier and healthier.

MHFA England has put together some resources to get you and your colleagues talking. In this toolkit, you'll find our Talking tips and My Whole Self MOT.



Talking tips

Choose a setting

- It can be easier to **talk face to face**, but you can also speak online or over the phone
- Make sure you can both talk freely. **Reduce distractions**, turn off notifications, and put your phone on silent
- **Meeting outside the workplace** might help you both feel at ease. You could go to a café, for a walk, or plan an online coffee catch up
- Give yourself plenty of **time** so you're not rushed

Talking tips

- If you're meeting online, **encourage the person to have their camera on** if they're comfortable. Seeing each others' body language will help you connect
- Keep your **body language** open and non-confrontational
- Be **empathetic** and take them seriously
- **Don't offer throwaway advice** such as 'pull yourself together' or 'cheer up'

My Whole Self MOT

- If you don't know where to start, our My Whole Self MOT will help guide your conversation. You can find this on [page 4](#) or download it from our [website](#)
- You can share the MOT with the person in advance, or talk through it when you meet

Listening tips

- Give the person your full focus and **listen without interrupting**
- **Pay attention** to their words, tone of voice, and body language. These will all give clues as to how they're feeling
- **Listen non-judgementally** and don't criticise. Place yourself in their shoes. Respect their experiences and values, even if they differ from yours
- Use phrases such as, '**I understand how difficult this must be**' and '**I am so glad that you are telling me about this**'

What's next?

- **Share sources of support.** Find out what's available through HR. For example, an Employee Assistance Programme, Occupational Health or on-site counselling
- If your organisation has limited support services and you're worried about someone's mental health, **encourage them to speak to their GP** or call 111
- **Discuss self-care too.** What small things can they do to boost their wellbeing?
- Suggest they create a [Your Mind Plan with Every Mind Matters](#)

[Click here](#) to learn more about how to support the mental health and wellbeing of your staff.

My Whole Self MOT

There are simple steps you can take to look after your whole self. Use this MOT to check in on your own and others' mental health and wellbeing.

How's my mental health today?

How do I feel today?

Mentally?

Physically?

My Stress Container

How full is my container?

Am I using helpful coping strategies?

Are they working?

[Learn about your Stress Container here.](#)

My mental health journey

Our mental health is part of the wider journey of our lives. [Learn more.](#)

Looking after my wellbeing

How did I sleep last night?

Am I eating a balanced diet and drinking enough water?

For tips on supporting your mental health, especially when working from home, look at our [guidance.](#)

How's my thinking today?

How are my thoughts making me feel?

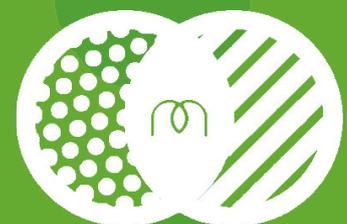
Am I having unhelpful thoughts?

Create Your Mind Plan with [Every Mind Matters](#) for tips to help deal with stress and anxiety and boost your mood.

What can I do to look after my whole self?

Write down a few things that you can do to improve your wellbeing.

Check in next week to see how you're doing.



My Whole Self



Wellbeing and performance fuel one another so if businesses are to thrive, its people need to be thriving too.

At MHFA England we have worked with over 20,000 organisations to grow mental health knowledge, awareness, and skills.

If you would like to find out more about our training and consultancy, please visit mhfaengland.org/organisations/workplace or email workplace@mhfaengland.org



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