



Supporting Others Through Challenging Times

'To overcome difficulties is to experience the full delight of existence.'

Arthur Schopenhauer

Are you experiencing any of the following problems?

- Supporting other people in order to manage their mood and motivation to keep them on track when work is quiet or very busy, or they are facing challenges in their work.
- Managing individuals who are going through personal problems which are affecting their ability to perform and/or their behaviour towards others.
- Managing teams when some individuals are being made redundant.

Supporting others could be in relation to colleagues, team members or even friends and family members who are struggling to stay positive and motivated.

Top tips for supporting others:

1. **Check level of rapport** – Do you have enough rapport with them for them to be able to open up and talk to you, for them to listen to what you say? Are you the best person to support them, is there someone else who might be more appropriate?
2. **Listen to their concerns** – Sometimes all people need is someone to really listen to them, and allow them to think through their own ideas and thoughts.
3. **Step into their shoes** – Think about what it is like to be them, with their problems and challenges, their personality and work/home situation.
4. **Match and pace them** – If someone is very down or anxious you probably are not going to be able to jolly them out of how they feel in one sitting. Having stepped into their shoes, you then need to match their energy and body language and fully understand how they are thinking and feeling to be able to help them.
5. **Ask them what support they need** – It is so easy to slip into rescuing mode and offer support or ideas that might not be what they need. Do they need someone to just listen to them; practical help or advice;

emotional support or even someone to have a good time with to take their mind off their problems?

6. **Avoid making false promises** - While you might want to be upbeat and positive, it is important to not make false promises. Don't promise support that you can't follow through with.
7. **Get them to identify what they can do** - Refer them to the article on managing their own mood and motivation (Click), supporting them in taking action to help themselves.
8. **What can they directly influence?** – You can help them to identify what they can directly influence and what actions they can take. How can they make themselves indispensable?
9. **Encourage group support** - Discuss with your team, friends or family how you can work together to support and motivate each other. When I was made redundant in 1991 three of us set up a support group to help us to find jobs and, in my case, set up my business.
10. **Refer to professional supports** – Sometimes it is necessary for someone to speak to a professional, either a coach or a counsellor, to get more specific support. At times if someone is very depressed or anxious it is useful for them to see their doctor. Anti-depressants taken for a short period of time will often enable individuals to get into the frame of mind where they can engage with a counsellor or coach.

'We need to hold fast to our dreams. Don't let the enemy of doubt take them. Our hopes and vision for the future are certainly as valid as any doubt or feat. By holding to them, as in a great storm, we can actualise them.'

Barbara Cahill

Specialist Advice and Guidance

Melanie can provide both in-house and public workshops, as well as 1:1 coaching around this and other topics. For more information or to book on one of her public workshops call Melanie Greene on 01865 377334 or email her at mg@grovelands.org.uk

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