

# RUOK?Arvo:

## A conversation could change a life

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Friday November 27, 2009

# Who will you ask?

<b>Break the ice</b>	<ul style="list-style-type: none"><li>• Start a general conversation somewhere private.</li><li>• Build trust through good eye contact, and relaxed disposition.</li><li>• Ask open ended questions to raise concerns based on their behaviour.</li></ul>
<b>Listen without judgement</b>	<ul style="list-style-type: none"><li>• Guide the conversation with caring questions.</li><li>• The more they talk the better – a problem shared is a problem halved.</li><li>• It is best to have a full understanding of the issues before problem solving.</li></ul>
<b>Encourage action</b>	<ul style="list-style-type: none"><li>• Summarise the issues and ask them what they plan to do.</li><li>• Encourage them to take one step.</li><li>• It is essential to follow up – nothing changes until someone acts.</li></ul>

Full resources and support @ [www.ruokarvo.com.au](http://www.ruokarvo.com.au)

### Put yourself in their shoes

The reason most people don't ask **RUOK?** to someone they care about, is that they don't know what to say, or are afraid of "opening a can of worms".

If you were the one struggling and had lost hope, would you want someone you cared about to ask **RUOK?** What would you like them to say?