



Listening Without Fixing

A Quick Guide for Mental Health First Aiders

1. The Mindset Shift

“You are not there to fix. You are there to support safely.”

2. Conversation Flow (Simple Framework)

1. **Notice** – “I’ve noticed you don’t seem yourself lately...”
 2. **Ask** – “Do you want to talk about it?”
 3. **Listen** – No interrupting, no solutions
 4. **Validate** – “That sounds really tough.”
 5. **Support** – “What would feel helpful right now?”
 6. **Refer (if needed)** – MHFA / EAP / supports
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3. What NOT to Say

- ✗ “It’ll be okay”
 - ✗ “Others have it worse”
 - ✗ “Just try to stay positive”
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4. What TO Say

- ✓ “I’m here to listen”
 - ✓ “You don’t have to go through this alone”
 - ✓ “Take your time”
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5. Boundaries (Critical for MHFAiders)

- You are not the solution
 - You are part of a support system
 - Escalate when needed
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[OMAW](#) recognises that Real support doesn’t stop at conversation.
It’s built through systems that **Connect, Strengthen, and Protect** your people.