



I Am Here: Tribe Members Course

Our Culture



Lesson 1 - Let's change the world...

At times, we all need to be reminded that it's ok not to feel ok; and that it's absolutely ok to ask for help.



Click to play the video.

Summary of animation 1 - Understanding the role of a Tribe Member

- Helping to build a culture of care and support
- Sharing the message **it's ok not to feel ok; and it's absolutely ok to ask for help**
- Having the courage, confidence, and skills to Show you care
- Knowing the role an Ambassador plays:
 - Show you care – Build a contract of trust.
 - Ask the question – Test your assumption that someone isn't feeling ok.
 - Call for help – Signpost the help and support that someone may need when they need it.
- Referring someone to an Ambassador when needed
- Knowing what help and support is available on I Am Here: The Arena
- Recruiting more Tribe Members



Our goal is to make our environment as inclusive as it can be.

Together, we can make this a reality.

One of the greatest gifts that you can receive from someone is for them to show you how they feel when they are not feeling ok.



[Click to play the video.](#)

Summary of animation 2 – The greatest gift

When signposting someone to the help and support they may need, we need to remember that every environment is different.

There are many help and support resources available in the workplace and the wider community.

We know that reaching out and signposting people to that help and support is critical.

We know early intervention is key.



HELP AND SUPPORT

I Am Here ... for you

The following content may bring up challenging emotions.

Please know that there is help and support available for you too.

For a full list of the help and support that is available, please visit I Am Here: The Arena.



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Our Tribe Members believe that it's OK not to feel OK and
behave like it's absolutely OK to ask for help.



Click to play the video.

Summary of animation 3 – The journey to becoming an Ambassador

Our Tribe Members promote the purpose of I Am Here and have the option of becoming an Ambassador.

Ambassadors Show you care, Ask the question, and Call for help.

Ambassadors listen to each person as an individual and ask questions directly, with courage, confidence, and respect.

By standing up as an Ambassador, you can have a huge impact on a person's life by encouraging them with confidence to Call for help when needed.



Lesson 2 - I Am Here in action - Show you care

Show you care... Building trust

To Show you care is to build a contract of trust that demonstrates that you completely accept the person and are offering your support.

There are many ways to Show you care. Do what feels right and appropriate for you, the other person, and the situation.

We'll be exploring appropriate ways to reach out and Show you care through different scenarios.



Show you care – Building Trust



[Click to play the video.](#)

Summary of animation 4 – Building trust

The three key actions of I Am Here are Show you care, Ask the question, and Call for help.

Tribe Members develop the courage, confidence, and skills to Show you care.

Show you care is required to refer someone to an Ambassador or simply share the message that **it's ok not to feel ok; and it's absolutely ok to ask for help.**

Tribe Members are CLEAR. That is, they are Compassionate, Listen carefully, show Empathy, demonstrate Acceptance, and are Real.

I Am Here supports people to build more meaning and purpose in their lives.

Isabel's story: Part 1 – Isabel is struggling

It was a Tuesday and I was feeling a little worn out. We had a big project on that needed us all to be on top of things. And not everyone was pulling their weight.

Isabel looks exhausted



Isabel had taken a number of days off during the past few weeks. She was late again on this particular day. I was thinking about my own workload when she arrived – she looked exhausted, again.

Isabel is struggling



She was pale and tired, her eyes glazed. It looked like she hadn't slept for days and was now paying the price.

Self-check to opt in



Let's pause for a moment.

If you choose to act as a Tribe Member, you need to know how to perform a self-check at the start of each day to decide if you are ready, willing, and able to opt in for the day.

Here are some questions to enable you perform that self-check.

Am I feeling ok today?

Can I show self-care?

Do I have time today?

How is my day looking?
Will I have time to apply Show you care as a Tribe Member?

Can I be my own observer today?

Am I in the position to observe my own thoughts and feelings?

Do I need any help today?

Have I reminded myself that it's ok not to feel ok; and it's absolutely ok to ask for help?

Breaking down the barriers

There are barriers that might prevent you from wanting to reach out to someone. These can include internal, external, and environmental barriers. Let's learn about these barriers and how to break them down.

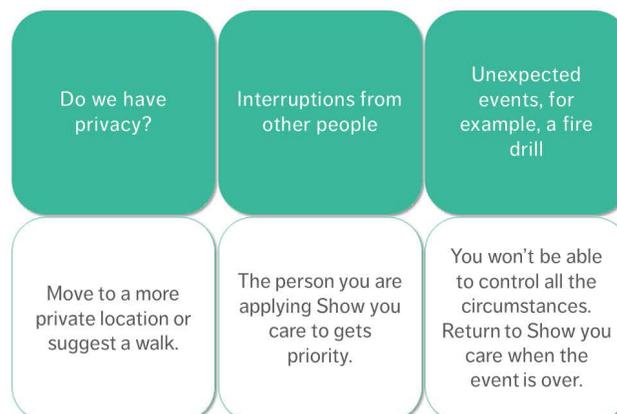
Internal barriers



External barriers



Environmental barriers



Isabel's story: Part 2 – Reaching out

I recognized the limiting thoughts for what they were—barriers. I knew reaching out was the right thing to do. I looked for the right moment to Show you care.

That moment came soon. It was time for a coffee break. Isabel had the same idea.

Performing a self-check



I did a “self-check.” I needed to be in the right frame of mind. I needed to be focused on Isabel and feeling ok myself...despite the busy day.

Reaching out to Isabel

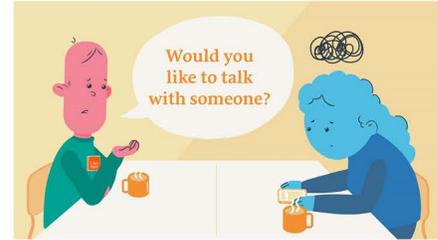


“Do you want to try this new coffee?” I asked. “It tastes great...and it’s strong.”

Isabel managed a smile and said it was just what she needed.

“Anytime,” I told her.

Applying Show you care



As Isabel and I sipped our coffees, I took this opportunity to check again—am I ready to listen carefully? Will Isabel have all the time she needs from me?

“Isabel, you don’t look yourself today. Is there anything wrong?” I asked.

Self-check to Show you care

Am I feeling ok right now?

Can I show self-care?

Do I have the time right now?

Do I have time to Show you care and, if needed, refer someone to an Ambassador?

Can I be my own observer right now?

Can I move beyond my own thoughts to support someone else?

Am I feeling ok right now, or do I need any help?

Have I reminded myself that it’s ok not to feel ok; and it’s absolutely ok to ask for help?

Earlier, we looked at the self-check to opt in for the day. This is the self-check a Tribe Member uses to decide if they are ready, willing, and able to opt in for the day.

A similar self-check is required just before you Show you care. This self-check to Show you care is used to see if you are ready to act in your role as a Tribe Member.



There are many ways to Show you care.



Click to play the video.

Summary of animation 5 – Ways to Show you care

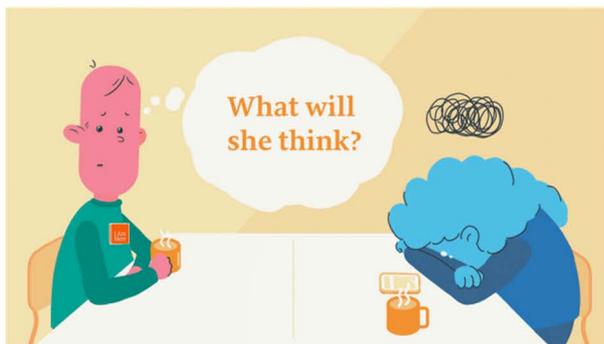
There are many ways you can Show you care. It's important that you do what feels appropriate in the situation and what feels right for the other person.

For example, greeting someone, starting a conversation, allowing the person to talk, and listening carefully may be effective ways to Show you care.

Isabel's story: Part 3 – Consider this...

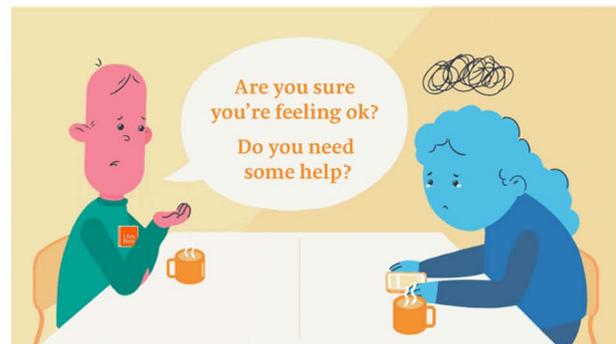
So, that's how this part of the story played out. What if things went differently?

When negative self-talk creeps in



Imagine for one moment that I find Isabel upset and crying. My first instinct is that I need to Show you care. Then, negative thoughts creep in... I'm a guy... I'm older than her... what will she think if I approach her? Maybe it's better just to leave it?

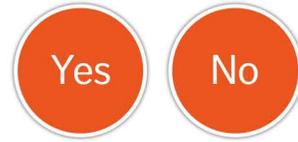
Acting appropriately for the situation



Here, I will maintain an appropriate and respectful distance, allowing Isabel to have control over her own personal space. I can still apply Show you care by simply asking her if something is wrong and if she is feeling ok.

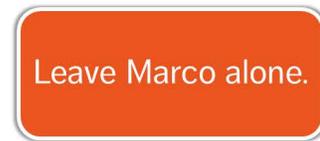
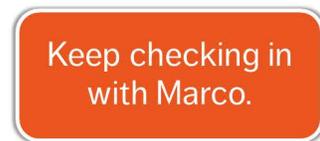
Anne's story – What would you do?

In your place of work, you notice a Team Member, Anne, becoming withdrawn and regularly sitting alone on her breaks. You Show you care by asking if you can sit next to her and giving her a smile when you make eye contact. Anne doesn't respond, and on your next attempt, she moves away. Does that mean you failed?



Marco's story – What would you do?

You notice Marco's physical appearance has declined rapidly. You Show you care by simply asking, "Is everything ok?" Marco tells you he is fine. It seems he is in denial. What would you do?



Lesson 3 - Referrals and CLEAR skills

CLEAR Skills

Let's get back to the story. At this stage, I'd established trust with Isabel through Show you care. I was ready to listen and get a better understanding of how she was feeling. I wasn't yet ready to decide if I needed to make a referral to an Ambassador or not.

Now I needed to use my CLEAR skills. Let's take a moment to examine each of the CLEAR skills.



COMPASSION

Compassion is the desire to act to relieve the suffering in another. This gives rise to taking action to help in a situation where you notice someone experiencing difficulties or where you sense that someone is not feeling ok. Compassion is an essential skill for an I Am Here Tribe Member or Ambassador.



LISTENING

You could say that listening actively is one of the most important skills that underpins I Am Here. Careful listening involves 'listening with all your senses' to best understand how someone is feeling.



EMPATHY

Empathy is the ability to sense what another person is feeling. Empathy enables us to step into the shoes of another person to appreciate how they are feeling.



ACCEPTANCE

Complete acceptance means putting aside your own opinions, values, and bias. Someone who feels accepted is more likely to trust to be guided to the help and support on offer.

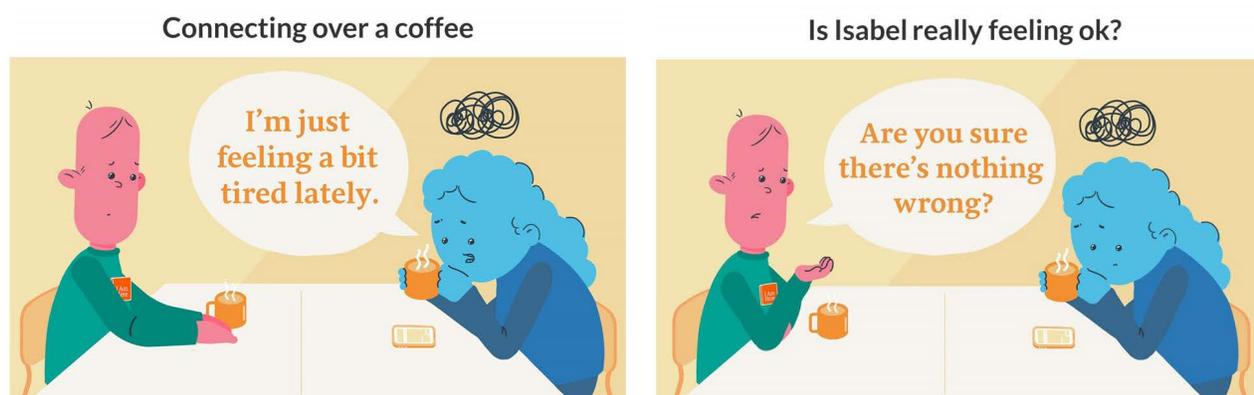


REAL

An I Am Here Tribe Member or Ambassador is real and authentic. This skill allows you to show up as your true self so that the person you are working with can also be themselves.

Isabel's story: Part 4 – Is Isabel really feeling ok?

Previously, I had started by asking Isabel if anything was wrong. I was nervous to take the next step and determine if I needed to make a referral to an Ambassador or not.



Isabel looked up over her coffee.
"I'm just feeling a bit tired lately," she replied.

I felt there might have been more to it. There was no one else around, so I continued with Show you care to create the opening to make the referral.

"I'm concerned about you. Are you sure there's nothing wrong?"

A Tribe Member has complete acceptance



[Click to play the video.](#)

Summary of animation 6 – Complete acceptance

You can make a referral in many ways. It's important to avoid making any assumptions or a diagnosis.

You could say, 'You shared with me that you have no energy anymore and have lost your joy in life. Do you think what you are feeling is more than sadness? Would you like to speak with an I Am Here Ambassador?'

If necessary, you can say, 'You mentioned that your life has no meaning and you want it all to end. If you are thinking about suicide, an I Am Here Ambassador is confident to discuss this with you and point you in the direction of the help and support you may need.'

As a result of referring someone to an Ambassador, they are now able to begin their journey to better mental health and wellbeing.

This journey is one where seeking help is a strength rather than a weakness.

I Am Here: The Arena - Help and support

Do you know about the I Am Here: The Arena?

Do you know where all the help and support is listed by geography?



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Isabel's story: Part 5 – Making the referral

As we sat together in the lunchroom, I remained courageous and confident in applying the CLEAR skills, especially the skill of listening.

Isabel starts to open up



Isabel then shared with me that she'd been losing interest in things she used to love and had been feeling constantly fatigued.

Making the referral



I was now ready to make the referral.

"Isabel, you shared with me that you have lost interest in doing things you love and you are struggling with fatigue. Would you meet with an I Am Here Ambassador and allow her to Show you care, Ask the question, and Call for help?"

There. I'd done it. Now I needed to ensure that Isabel would take the offer of a referral seriously.

Isabel's story: Part 6 – Consider this...

Isabel was calm and seemed ok with me making a referral. It won't always go this way.

If you decide to become an Ambassador, you will learn the skills to deal with the defensive reactions a person may have. In the I Am Here: Ambassadors course, you will learn and practice the right approach to uncover the feelings that might be underneath an initial response.

What if Isabel becomes angry or upset?



Isabel could have become angry or upset. Tears can be a sign of opening up or a barrier coming down. Anger might be a defense mechanism and can indicate you are getting closer to the heart of the matter.

It's ok to carry on



If Isabel cries or becomes angry, I must remain courageous and confident in applying my CLEAR skills to continue to make the referral.

Isabel's story: Part 7 – Closing it out

I could tell Isabel was becoming more open. I saw this as an opportunity to confirm that an Ambassador was there for her to Show you care, Ask the question, and Call for help.

Isabel is not feeling ok



Isabel said it was possible that she was feeling depressed. She didn't really know the signs. She had just noticed that her wellbeing was definitely deteriorating.

I Am Here for you right now



"You might be my manager; however, I want you to know that I Am Here for you," I told her.

Her smile was the first real smile I'd seen her give in ages.

A Tribe Member has courage, confidence, and skills



[Click to play the video.](#)

Summary of animation 7 – Courage, Confidence, and CLEAR skills

It requires courage, confidence, and CLEAR skills to refer someone to an Ambassador.

The more we practice to have Compassion, Listen carefully, show Empathy, demonstrate Acceptance, and be our Real selves, the more able we are to fulfill our role as a Tribe Member.

Making referrals safely



When making a referral, it is critical that you explain the ground rules to everyone.

To understand referrals, let's consider an example where you are not yet an Ambassador. However, you are concerned about a person. Let's use Rani as an example. Rani is behaving in a way that's out of character for her. You are wondering if you should refer her to Barry, who is an I Am Here Ambassador.



If you believe there is an imminent risk that a person will be in danger to themselves or others, you must call emergency help or support. Do not leave the person on their own, and do not delay taking action.



Before making a referral to Barry, you must get Isabel's permission. In addition, if Isabel gives you permission, you need to indicate to Isabel that the Ambassador will be Barry. You also need to tell Barry who Isabel is. This helps ensure that there are no surprises for either Isabel or Barry. You do not need to give Barry any details on what you feel the issue or concern is. You simply need to make the connection.



Complete confidence will apply after the initial referral. You cannot expect Barry to provide you with any updates or feedback apart from indicating that he made initial contact with Isabel. This means Isabel can be confident that she won't be spoken about apart from what's necessary for the referral to be made.



Sometimes, circumstances dictate that a particular Ambassador is not the right person to Show you care, Ask the question, and Call for help for an individual. Barry might decide to refer Isabel to another Ambassador. If he does, the same rules of permission and confidentiality apply.



Although you might be genuinely concerned, Isabel may not need any help or any support—and that's ok.

Antonios' story – What would you do?

During a meeting last week, you witnessed Antonios receiving some harsh criticism. Today you see him with his head in his hands at his desk. He appears to be upset or not feeling well. You Show you care by sitting with him and allowing him to feel you are present with him in an accepting way. The time now feels right to make a referral. What would you do?

Leave Antonios be because he looks like he needs time alone.

Assure Antonios that he'll be ok.

Say to Antonios, "I saw you had a tough time in the meeting and today you seem quite upset. Would you like to meet with an I Am Here Ambassador?"

Reassure Antonios that you have rough days too and you know how he feels.

Deepak's story – What would you do?

Deepak has been stressed lately and seems to be quite low. You know he lost his job a month ago. He has mentioned that he doesn't know how he will now meet his financial commitments. Ultimately, you are concerned that he is thinking of suicide because he has openly questioned if there is a reason to keep going. You have approached him and applied Show you care. How would you now make a referral to an Ambassador?

"Are you feeling ok?"

"Why don't you apply for another job?"

"Do you want to have lunch together next week?"

"Based on what you have told me, if you are thinking about suicide, would you meet with an I Am Here Ambassador who has the courage, confidence, and skills to signpost you to the help and support available?"

Lesson 4 - I Am Here: Bringing it all together

The Power of One

As a Tribe Member, you can have a real impact on a person's life by fulfilling your role. Please remember the Power of One as you continue your journey from here.

- The one person you share the purpose of I Am Here with today
- The one person you share the message that it's ok not to feel ok; and it's absolutely ok to ask for help with today
- The one person that you Show you care to today
- The one person that you encourage to join the Tribe today
- The one fellow Tribe Member that you thank for having the courage, confidence, and skills to Show you care and refer someone else to an Ambassador when needed
- The one Ambassador that you thank for having the courage, confidence, and skills to safely signpost someone else to help and support when needed



The one lovely, loveable, and loved person...yourself...that you encourage to reach out for help and support when needed

Welcome to the Tribe!



Click to play the video.

Summary of Animation 8 – Welcome to the Tribe!

You now know that a Tribe Member:

- Promotes the purpose of I Am Here in the workplace and the wider community
- Helps to create a culture of care and support
- Recruits more Tribe Members, and
- Acts as a point of referral to an Ambassador

You saw how Show you care was applied with Isabel and how she was referred to an I Am Here Ambassador through compassionate connection.

You learned the CLEAR skills of Compassion, Listening, Empathy, Acceptance, and being Real.

You also saw on I Am Here: The Arena where help and support is listed within the six pillars of Emotional wellbeing, Physical health, Spiritual wellbeing, Social wellbeing, Financial wellbeing, and Work and career.

As a Tribe Member, you can share the message that **it's ok not to feel ok; and it's absolutely ok to ask for help.**

You are now part of the global I Am Here family. You may even want to now stand up within the Tribe to become an Ambassador.





Thank you!