INVISIBLE WOUNDS.

BE READY. TAKE ACTION. POSITIVE RESULTS.

Conversations about invisible wounds can be uncomfortable and challenging. Use this four-step guide to have a positive conversation and encourage others to seek support.

An invisible wound is a cognitive, emotional, or behavioral condition that can be associated with trauma or serious adverse life events. Examples of possible diagnoses are major depressive disorder, post-traumatic stress disorder (PTSD) and traumatic brain injury (TBI).

	HOW TO CONNECT	WHAT TO SAY	WHAT NOT TO SAY
1 TALK	Find a private place to talk Reach out 1:1 Get information	Got a minute to talk? I've noticed that you don't seem yourself lately. What's going on? Tell me more.	That doesn't sound so bad. I've heard enough, you'll be fine.
2 EMPATHIZE	Legitimize their feelings Summarize Affirm Speak positively	It's OK to have these feelings. Let me see if I have this right, you are saying... I'm really glad that you shared this with me. Let's work through this together. It's a strength to seek help. If applicable, share a personal story about invisible wounds.	If you really have a problem, I need to know what it is now. I don't understand. I feel angry and upset sometimes. You should keep this to yourself. It will get easier with time. Toughen up. We all deal with hard situations.
3 SUPPORT	Encourage help seeking Address barriers Support them in getting care	Here are some resources that might help you. Let's see if there is one that interests you. I'd be nervous too about letting anyone know. Most people who get treatment do just fine in their career. Do you want me to help you make an appointment or walk you there?	I'm not sure who could help. This could hurt your career. I don't think you can get time off for treatment during work.
4 SUSTAIN	Continuously follow-up after care has started Show your support for their recovery process	I was thinking about you. How are you doing? I'm proud of you for getting help. Is there anything I can do for you? Recovery is a process, it takes time.	What can I do to support you? Are you better yet?