'What do I say?'
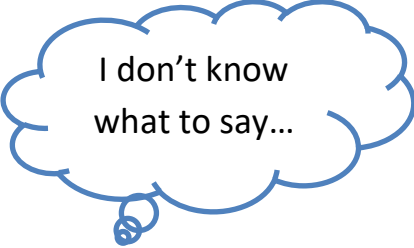
It is very common to be worried about saying the wrong thing, which can often lead to us saying nothing at all. When someone is upset, that doesn't always mean that they need something 'fixing'. Often people just want some acknowledgement that they are not feeling great and that people care about them.

What to *not* say:	Alternatives:
You suffer from anxiety *but* you want to continue working… Or You're feeling stressed/overwhelmed *but* you want to do…	You suffer from anxiety *and* you want to continue working… Or You're feeling stressed/overwhelmed *and* you want to continue working on this…
I completely understand…	I have an understanding/appreciation of what you might be going/have been through… Do you mind me asking what it's like?
My friend/mum/boss had depression…	The only first-hand knowledge I have about depression is what my friend/mum/boss has shared with me.
I have suffered from anxiety/depression (etc) so I know exactly what you're going through.	I have suffered from anxiety/depression (etc) but I'm not going to pretend that I know what it is like for you.
I think I had anxiety/depression once…	I'm not going to pretend to know what you've experienced…
You're looking a bit stressed…	How's it going? How's your workload?
There are people much worse off than you…	This is happening to you…
Pull yourself together!	What can I do to help?
I don't know what to say…	I'm really sorry that you're upset/angry/feeling this way… Can I do anything to help? What would help right now?

Support Services

- Mental Health First Aiders: Sarah Baxter and Katharine King

- [Society of Authors](#) support

- Health Assured's Wellbeing & Counselling Portal – Tel: 0800 023 4742

- GP's – good first contact for referrals

- [Improving Access to Psychological Therapies (IAPT) Services](#)

- Secondary Care Mental Health Services

- [Able Futures](#) – free, confidential mental health support for people in work

- Emergency/crisis care (111/999)

- [galop](#) – for LGBTQ+ people who have experienced abuse and violence

- [Women's Aid](#)