



I Am Here Ambassadors Participant Guide

Roadmap for Today



Recap of I Am Here and the Tribe Members role



I Am Here Ambassadors role:

Show you
care

Expanding on 'Show you care' – reaching out to someone who might not be feeling ok

Ask the
question

Exploring why someone might not be feeling ok

Call for
help

Connecting the person with help and support if needed

What's in It for You?



Three little words that can make a difference.

I Am Here provides simple and practical tools and reminders that help you to:

- Prioritise your mental health and wellbeing.
- Recognise when a colleague, family member or friend may not be feeling ok.
- Develop the courage, confidence and skills to reach out to that person.
- Signpost someone safely to help and support whilst protecting your own wellbeing.

Skills for Life!

**It's ok not to feel ok;
and it's absolutely ok
to ask for help**

Three Actions



Tribe Members vs Ambassadors

An I Am Here Tribe Member

- Recognises when someone might not be feeling ok.
- Reaches out to that person through **Show you care**.
- Guides people to an **I Am Here** Ambassador, who can take further steps when needed.



Show you
care

Show you
care

Call for
help

Ask the
question



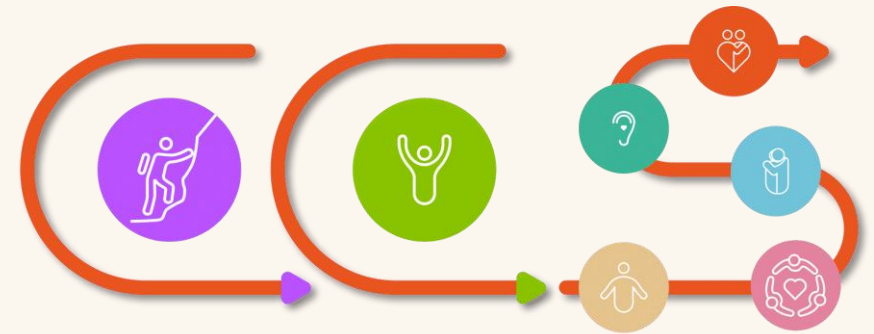
An I Am Here Ambassador

- Recognises when someone might not be feeling ok.
- Reaches out to that person through **Show you care, Ask the question** and **Call for help**.
- Acts as a signpost to connect people with the help and support they may need.

**What do you remember from the Tribe
Members session?**

Key messages from the Tribe Member course

It's ok not to feel ok;
and it's absolutely ok
to ask for help.



I Am Here Tribe Member

1

Recognise when someone might not be feeling ok.

2

Perform a Self-check.

3

Overcome any barriers.

4

Reach out and build trust.

Show you
care

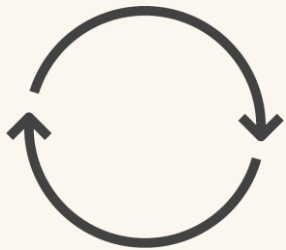
Recognise the signs



Out of character



Something
doesn't feel right



Sustained



Unusual

Performing a Self-check



HOW AM I
FEELING?



CAN I KEEP AN EYE
ON MYSELF?



DO I NEED ANY
HELP OR SUPPORT?



Internal



External



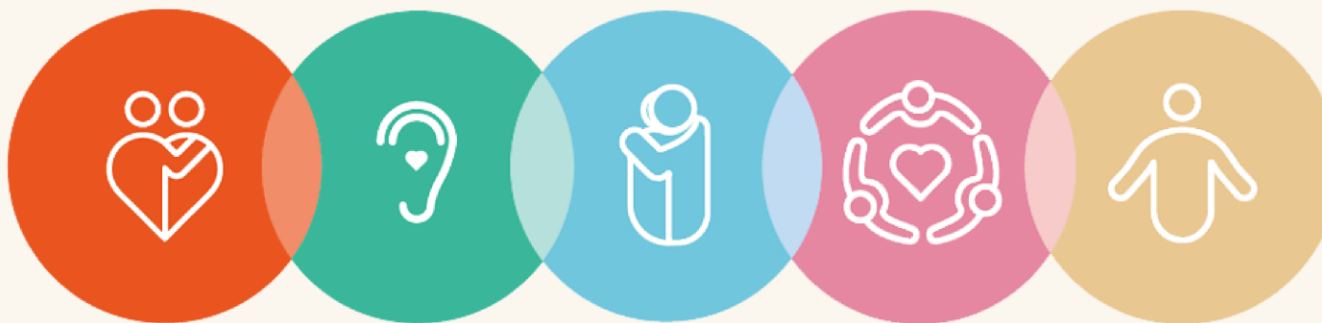
Environmental

COURAGE

CONFIDENCE

CLEAR

SKILLS



COMPASSION

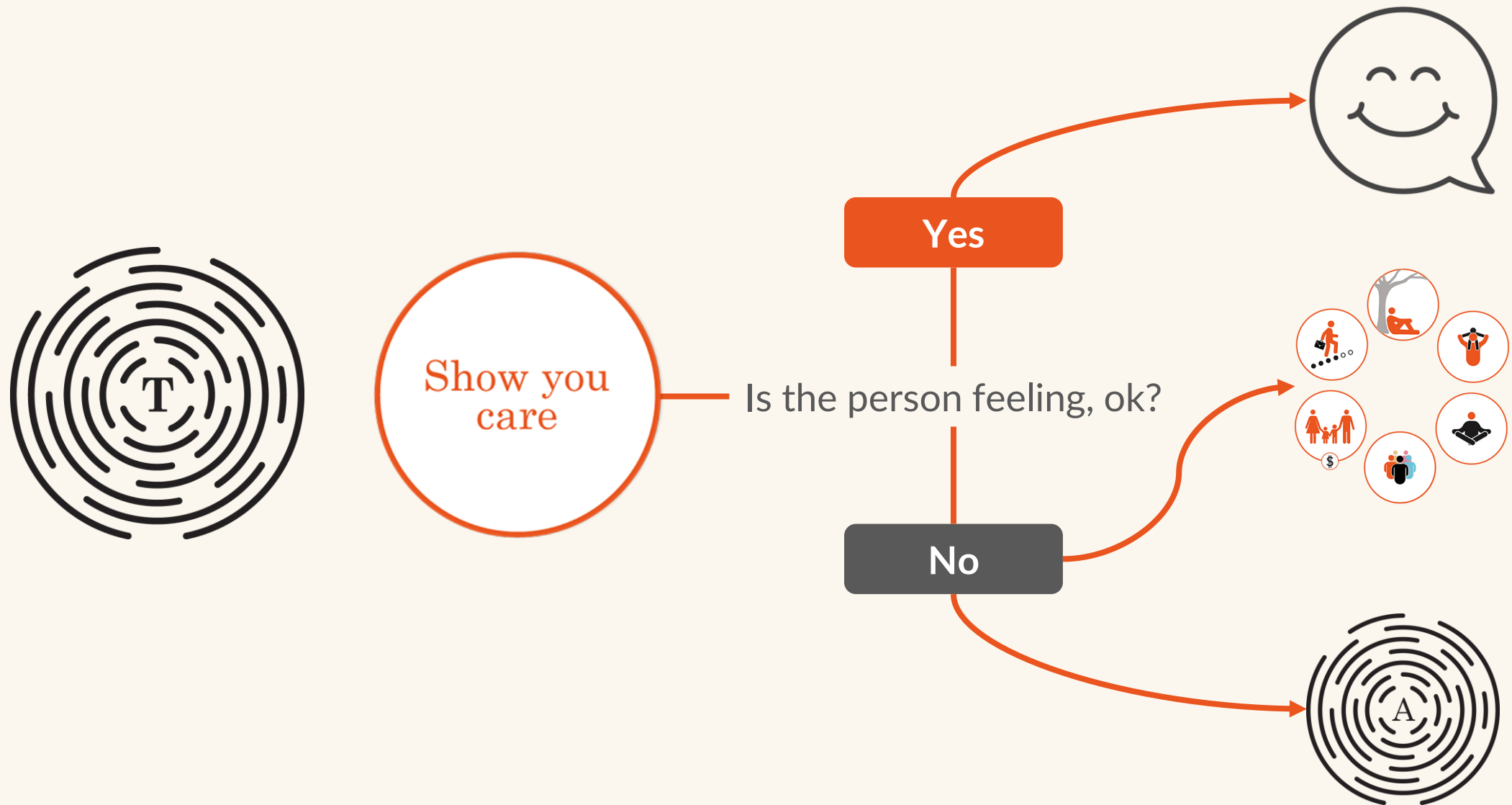
LISTENING

EMPATHY

ACCEPTANCE

REAL

A Tribe Member's journey



I Am Here Ambassador

1

Recognise when someone might not be feeling ok.

2

Perform a Self-check.

3

'Show you care' and 'Ask questions' using CLEAR skills

4

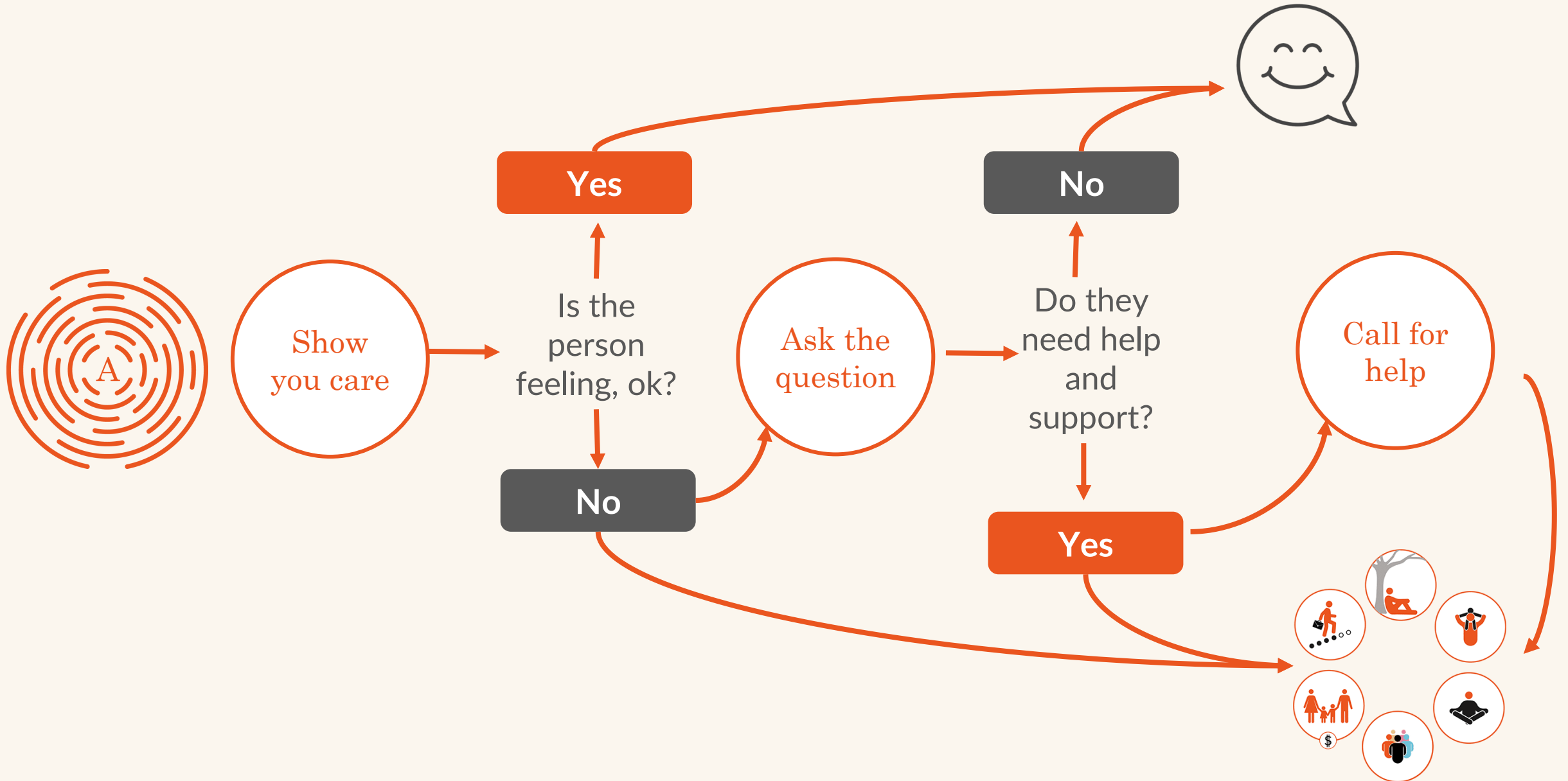
Call for help- Refer the person to help and support if needed

Show you
care

Call for
help

Ask the
question

An Ambassador's journey



Show you care
becomes the
warm-up for
Ask the question.



Ambassador Actions

Now we will cover:



What 'the question is



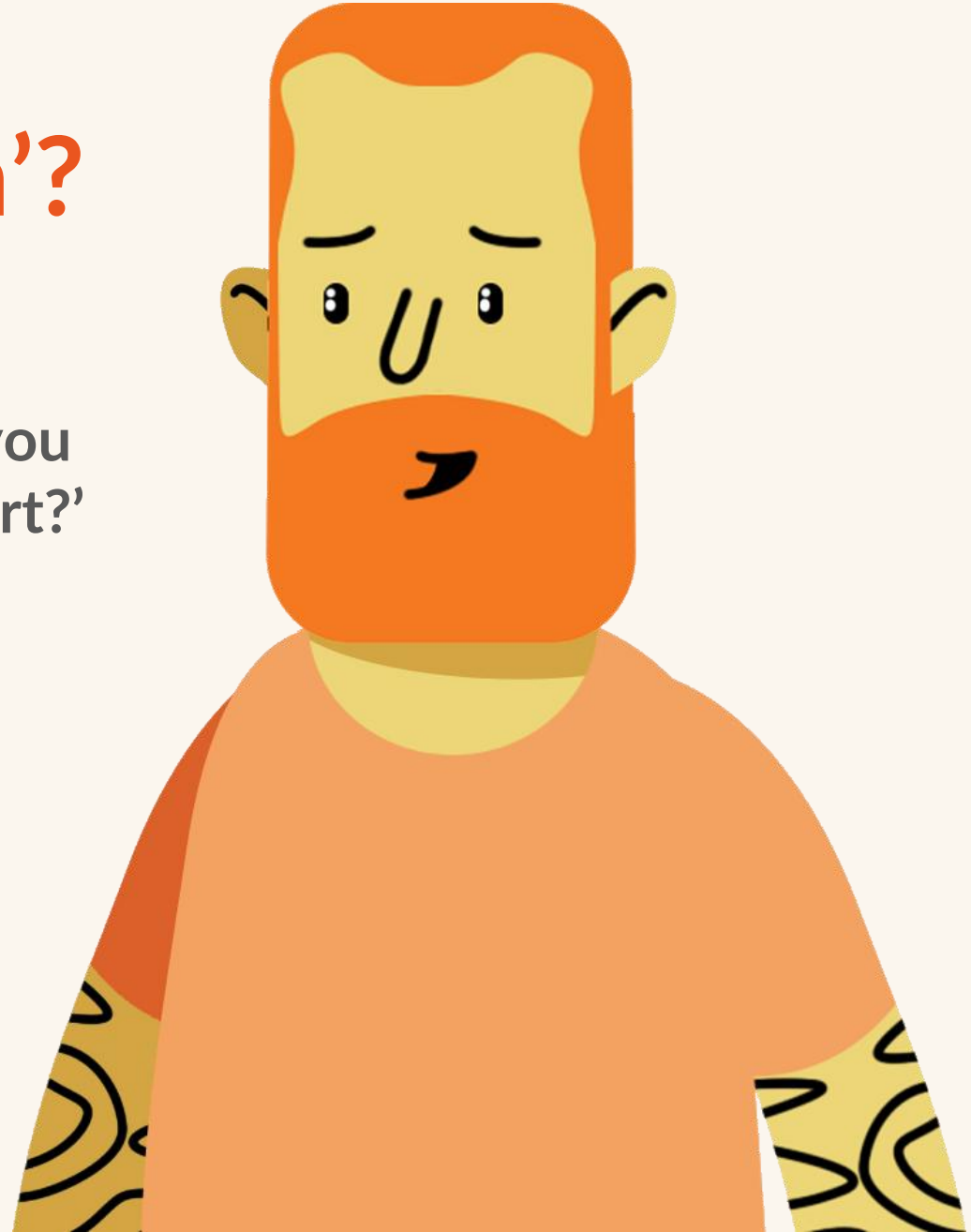
How to have the conversation using
CLEAR skills



What is 'the question'?

In its simplest form:

'Based on what you have told me, do you feel that you might need help or support?'



An example of the full version of 'the question':
'You have shared with me that you are struggling
to juggle work and family commitments.

You told me that you feel like you are barely
keeping your head above water, and you are
anxious that it is affecting your performance at
work and your relationship with your partner.

Would you like to see what help and support is
available on the Arena?'



How to have a conversation using CLEAR skills



Scenario



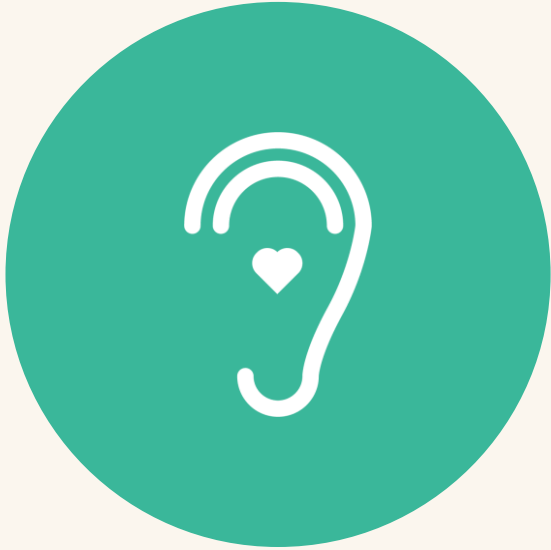
C – Compassion:
The desire to
relieve the
suffering in another
person.

You're working with Alex, a team member who has recently become quiet, distracted, and less engaged. He has missed a few deadlines and seems distracted during meetings.

Compassionate Response: “Hey Alex, I’ve noticed you’ve seemed a bit off lately. I just wanted to say I’m here if you ever feel like talking or need anything.”



Scenario



L – Listening:

Listening with all your senses.



Effective Listening:

You ask, “Do you want to share what’s been going on?” and give Alex space to respond, using silence, nodding, and gentle body language to show you’re listening.

You repeat back key points to confirm understanding: “So there is some family stuff that’s been weighing on you?”

Scenario



E – Empathy

Putting yourself in another person's shoes and seeing things from their perspective.



Empathetic Response:

“That must be exhausting, especially with everything else going on at work.”

You validate without minimising or trying to solve it.

Scenario



A – Acceptance

Putting aside your own opinions, biases, and values.



Accepting Response:

“It’s totally ok if you’re not feeling like yourself right now. We all go through tough patches – no need to explain everything.”

This helps Alex feel safe to share, or not share, without fear of judgment.

Scenario



R – Real Self

Being human,
authentic, and
vulnerable in return
— modelling
openness.

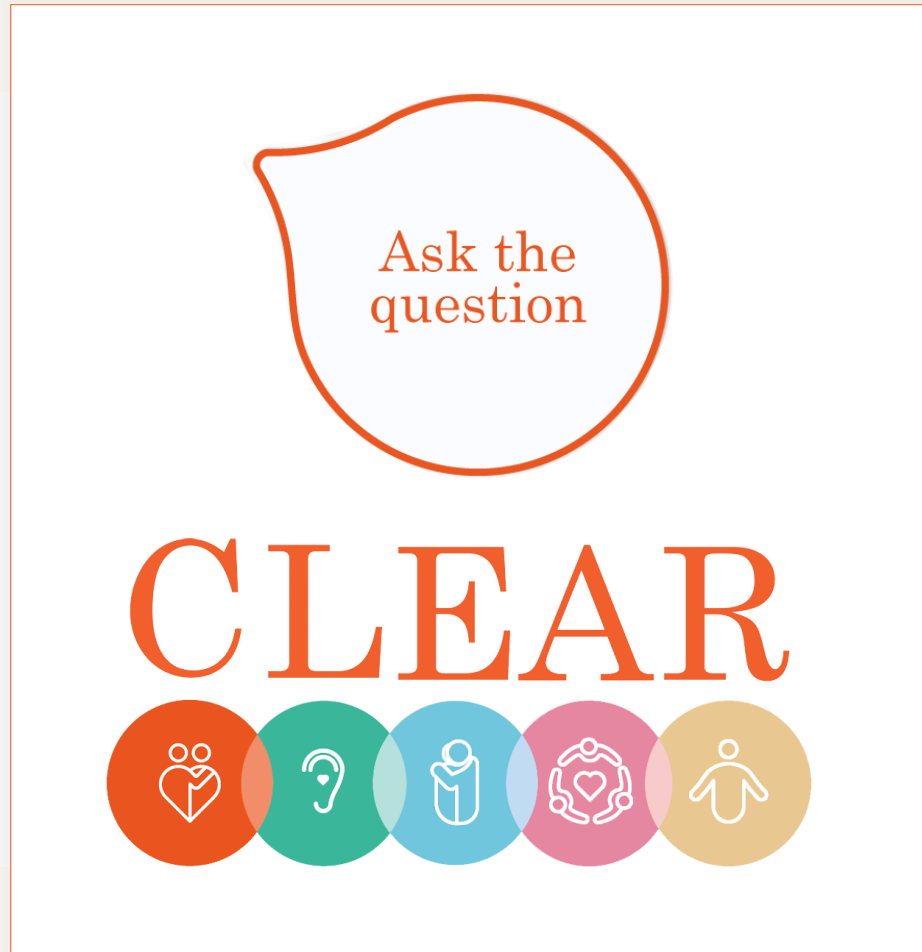


Being Real:

“I’ve had moments like that where I just couldn’t manage it all. It helped me to talk to someone. Just wanted to say you don’t have to go through it alone”.

You're not oversharing, just showing that vulnerability is normal and accepted.

Now, how do we Ask the question?



How do we construct 'the question'?

1 Summarise the core issue.

2 Repeat how the person said they are feeling.

3 Ask if the person would like to explore help and support.

✓ Use the person's own words. 'You said...' 'You told me...' 'You mentioned...'

✓ Make a link between what the person has said and your offer of help and support. 'Based on what you have told me...'

✓ It's ok if the person declines the offer of help and support.

Call for help

Call for help

You now know:



- What 'the question' is



- How to have the conversation using CLEAR skills
- Constructing 'the question'

In this section, we will cover:



Six pillars of help and support



Imminent risk statement



What happens next



Six pillars of help and support



EMOTIONAL
WELLBEING



PHYSICAL
HEALTH



SPIRITUAL
WELLBEING



SOCIAL
WELLBEING



FINANCIAL
WELLBEING



WORK AND
CAREER

Imminent risk statement

If you believe there's an imminent risk that the person you're concerned about will be a **danger** to themselves or others, you **must** call for **emergency help or support**.

Do **not** leave the person on their own and do **not** delay taking action.

Remember: You're not the help and support.

You're not expected to act as a doctor,
therapist, or counsellor.

As an Ambassador you
Show you care, Ask the Question and Call for Help

It's really that simple.

You're now a certified I Am Here Tribe Member and Ambassador



Next steps



Download your Ambassador certificate.



Share with your Team Members, friends and family that you're now an Ambassador.



Protect your own mental health and wellbeing.
Attend the I Am Here Webinars on Mental Health and Wellbeing Topics.



Start changing the world, one compassionate connection at a time.



Ask our Super Ambassador



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The Power of One

You now have the Power of One!

As an Ambassador you can now:



Create lasting cultural change.



Be there for people when they are not feeling ok.



Improve your own mental health and wellbeing.

POWER OF
 ONE

Thank you!

**It's ok not to feel ok;
and it's absolutely ok
to ask for help.**

Thank You



I Am
Here