Workplace Strategies for Mental Health

Compliments of Canada Life

Distinguish acknowledgment from agreement

When people come to you feeling hurt, frustrated or angry, it can be challenging to know how to respond. By understanding their perspective and acknowledging how they feel, without agreeing or disagreeing, you create an opportunity for them to feel heard.

This can help them manage the emotion, get to the heart of the matter and stay open to dialogue.



Don't agree or disagree

Withhold your opinion



Acknowledge emotion

"It sounds like you're feeling…"



Ask, don't tell

Uncover their need

Learn more about distinguishing acknowledgment from agreement

Distinguish acknowledgment from agreement
clwsmh.com/resources/distinguish-acknowledgement-from-agreement

Listen to understand
clwsmh.com/resources/listen-to-understand

Communicating with emotional employees
clwsmh.com/resources/communicating-with-emotional-employees

All Workplace Strategies resources are available to anyone at no cost, compliments of Canada Life. To learn more, visit clwsmh.com.

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