

Supporting Resilience in Others

Resilience grows best in environments where people feel safe, heard, and valued. While resilience is a personal journey, leaders and team members can play a huge role in creating the right conditions for it to flourish. Whether it's by offering stability in uncertain times, encouraging honest conversations, or simply modelling kindness and patience, we all have the power to help others build their confidence and capacity to bounce back. These tips offer everyday ways to support those around you in developing resilience — not by ‘fixing’ things for them, but by walking alongside them with empathy and respect. This resource is part of our **Mental Health Matters Toolkit**.

✓ Understand Your Own Resilience Journey First

It's important that you are aware of your own experiences of feeling vulnerable, building resilience and overcoming challenge. Having a deepened understanding helps you to demonstrate authenticity and compassion in your response to others who are looking for support.

✓ Be a Calm and Consistent Presence

In uncertain or stressful times, showing up with steadiness and kindness can help others feel anchored. Your calm can reassure people that not everything is out of control and can help provide perspective.

✓ Normalise Struggle

Let people know that setbacks and wobble days are part of being human. Everyone has a moment, or moments in their life when things don't go quite to plan, even though outwardly this may not be visible or known.

✓ Ask Open and Supportive Questions

Perhaps swap “Are you OK?” for “What’s been on your mind lately?” or “What’s feeling tough right now?” These types of questions invite honest reflection and show genuine care.

✓ Offer Choice and Flexibility Where You Can

Having a sense of control helps people feel less helpless. Where possible, offer flexibility around how tasks are completed or how people manage their time.

✓ Support Access to the Right Tools and Resources

Signpost people to services like counselling, mentoring, or peer groups. Make it easy for them to find help by publicising these details regularly and visibly, not just on specific dates throughout the year.

✓ Model Healthy Boundaries and Coping Skills

Show what good self-care looks like — taking breaks, being honest about limits, asking for support. People learn resilience by seeing it in action.

✓ Encourage Reflection, Not Just Reaction

When things don't go to plan, find the right time and gently ask what the person learned, what helped them cope, or what they'd try differently next time. This builds emotional insight and growth.

✓ **Create Opportunities for Growth and Learning**

Give people room to stretch themselves — with support in place. Learning new skills, trying something different, or solving a challenge can build inner strength and adaptability. Permit failure with learning and create space where failure is seen as an opportunity for growth and development.

✓ **Be Patient — Growth Takes Time**

Resilience doesn't happen overnight. Let people go at their own pace, and remind them that it's OK to take things step by step.

Building resilience isn't about facing challenges alone—it's about connecting with others and creating environments that support growth. It involves individual effort, supportive workplaces, and strong social networks working hand-in-hand to create a sense of safety, trust, and belonging. Each person's journey towards resilience is unique, but the responsibility and opportunity to encourage this growth is shared.

Remember, resilience thrives best when we know we are not alone. Whether you're a colleague, friend, leader, or family member, your role in supporting others is invaluable. Together, we can build stronger, more resilient communities—both inside and outside the workplace.

Need to talk to someone? Click [here](#) to access a range of support that's right for you.