

# Conversation Guide

## for The Connection Point

Opening up about how you're feeling can be challenging – especially if it's your first time. This guide is here to help you start that conversation with one of our volunteers at The Connection Point. You don't have to find the perfect words – just start where you are.

### General tips

- Write down what you want to say
- Tell us if you're feeling nervous
- Know what you want from the chat
- Be open & honest
- Focus on your feelings
- Use your own words

### What you can expect when contacting us

- To be met with kindness, patience and understanding
- To be heard without judgement
- To be asked gentle questions to better understand your needs
- To receive information, guidance or resources relevant to you

### Suggested conversation prompts:

If you're unsure how to begin, here are a few phrases you can use:

I'm really struggling right now, and I don't know what to do

I'm not sure where to start, but I think I need some help with my mental health

I'm looking for support in my area. Could you point me in the right direction?

I've been feeling overwhelmed, and I don't know what support is available

I need help urgently. Can you tell me what support is available?

Overwhelmed or unsure during the chat? Try one of these:

I'm not sure I understand – could you explain that another way?

I'm struggling to find the words – can you help me talk through it?

Can we pause for a moment? I just need a breather

## Explaining how you're feeling

Mental health affects people in different ways. Use this section to reflect on how you're feeling and how it's impacting your life. Share your responses with our volunteer at The Connection Point to help guide your conversation.

Rate each area using this scale:



Mood —

Sleep —

Stress levels —

Interest in activities —

Energy levels —

Appetite —

Self-esteem —

Self-care —

Memory —

Concentration —

Socialising —

Worries or concerns?

*Rate each one individually*

Relationships —

Money or  
financial pressures —

Loneliness or isolation —

Work or studies —

Life changes or  
difficult transitions —

Health issues —

Bereavement or  
traumatic experiences —

Substance use or misuse —

**Reflecting on the areas most affected, how would you describe how you've been feeling lately?**

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Additional information

What’s been helping (or not)?

**Prompt:** *Is there anything that’s helped you feel better recently? Or anything that’s made things feel harder?*



Four horizontal dashed lines for writing.



Goals for the conversation

**Prompt:** *What would you like to get out of contacting The Connection Point?*



Four horizontal dashed lines for writing.



Any other key information you want to share:



Four horizontal dashed lines for writing.