

CONCERN'S OCC PROGRAM

Helping build better
emotional health.



Worry and stress are a natural part of life. But they can sometimes be overwhelming, dragging down our mood and energy and leaving us feeling (and acting) like we're not quite ourselves. We have all had this experience and it can change the way we interact at work.

 When that happens, it's important to remember that there are people and services available to help us bounce back.

Observe, Chat, Connect (OCC) is a program designed to help us be more aware of the effects of stress and worry on our co-workers and to support them when they aren't quite themselves.

What Is OCC?

Concern created the OCC program to strengthen connections and promote emotional wellbeing at work using three simple steps:



OBSERVE

Be aware of your colleagues, notice when their behavior has changed or when they are not quite themselves.



CHAT

Approach and ask how they are doing, be friendly and encourage them to share what's going on.



CONNECT

Remind them they can always reach out to Concern for expert support and help

Getting Started with OCC Is Easy!

First, view our short, animated video that includes program details and tips for making the most out of OCC's three steps.

Second, use the easy-to-follow tips on the next page to help remember the video lessons and try OCC for yourself.



Check
Out the
Video

Scan the code above, or visit
[employees.concernhealth.com/
articles/occ-video](https://employees.concernhealth.com/articles/occ-video)

OCC TIP SHEET

OCC works using three easy steps.



OBSERVE

Be aware of your colleagues and notice if they are:

- ⦿ Unusually preoccupied
- ⦿ Distant
- ⦿ Down
- ⦿ Irritable
- ⦿ Participating less at work
- ⦿ Unusually or persistently low on energy



CHAT

Approach them in a casual, friendly way and:

- ⦿ Let them know you care
- ⦿ Gently ask "I've noticed/ I wonder" questions
- ⦿ Listen actively
- ⦿ Validate their feelings
- ⦿ Keep at it



CONNECT

Remind them that Concern is a great support option that:

- ⦿ Can help with family, work, or financial worries
- ⦿ Has experts who can help you find services and resources that work for you
- ⦿ Offers many solutions like counseling, coaching, and financial consultations
- ⦿ Is confidential, easy to use, and free

Phrases to Try:

"I've noticed you seem extra quiet today. Are you OK?"

"It sounds like you have a lot going on. You might want to call Concern."

Too often when our colleagues aren't themselves, we notice it but feel like we can't talk to them about it. Remember, it's always OK to offer a helping hand, and OCC shows you how.

The best thing about using OCC is that you don't have to be an expert to help colleagues. You just need to show you care and are there to listen.

 Sometimes, knowing we have someone to talk to can make all the difference in the world.



This program is not intended to replace professional advice. If you find your levels of worry or stress impacting your wellbeing, you can always contact Concern for additional help and support. Call 800.344.4222 or visit employees.concernhealth.com.