mimansa
RESEARCH & ADVISORY

PLAYBOOK · KEEP THEM BEFORE THEY GO

Counsellor Referral Guide



For HRBPs. Offer help early. The person decides. What they say stays with the counsellor.

WHEN TO OFFER

- [ ] They seem tired, low or on edge for weeks
- [ ] A hard life event, like a loss or an illness at home
- [ ] Signs of burnout: long hours, no leave, short temper
- [ ] They say they feel stuck or alone
- [ ] A big shock at work, like a lost promotion

	PART	WHAT TO SAY (EXAMPLE)
01	Open	"You have had a lot on your plate. How are you doing, really?"
02	Offer	"We have a counsellor you can talk to. It is free, and it is your choice."
03	Privacy	"What you say stays with them. They do not report to us."
04	How	"Here is the number. You can call on your own time."
05	Close	"No need to tell me if you go. I'm here if you want to talk."

PRIVACY RULES

- [ ] It is always the person's choice
- [ ] The counsellor never tells the company what was said
- [ ] Only the person decides what to share, and with whom
- [ ] Use the company's EAP helpline, or a trusted psychologist
- [ ] Keep the offer out of any review file

HR MUST NEVER

- [ ] Ask the counsellor what was said
- [ ] Push someone to go
- [ ] Use it in a rating or a pay talk
- [ ] Tell the manager without their consent

COUNSELLING PARTNER

e.g. e.g. company EAP

HELPLINE NUMBER

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