



KEY MESSAGES – HR SESSION – V12 INTERNATIONAL – SEPTEMBER 2024

(Normally 1H30)

Slide No	Key messages
1	<ul style="list-style-type: none"> • Introduce yourself, thank the organisation and introduce Henpicked: Menopause in the Workplace – what we do and why • Leading provider of menopause support and education in the workplace in the UK • Passionate about ensuring everyone have access to accurate information to make informed decisions about their journey through menopause • Also passionate about everyone continuing to thrive at work with the right support and information <p>Before we go into today’s session, it’s important to recognise that everyone’s experience of menopause can be different, people can experience different symptoms and have different views and philosophies on the way they’d like to manage their menopause. People may have different medical histories and different thoughts about how they talk about and experience menopause too.</p> <p>We want to ensure you have the knowledge, skills, and confidence as an HR to support colleagues and managers around menopause and know where to signpost support and help. People of diverse gender expressions and identities experience menopause, and although we may use the terms ‘women’ ‘female’ ‘her’ when quoting specific research, this session is focused on how everyone can be supported.</p> <p>Following today’s session we will share a manager information pack and a workbook called Managing your Menopause: A 3-stage process. This will include everything we cover and can be a great signposting tool.</p>
2	<ul style="list-style-type: none"> • Introduce support trainer and ask them to explain how Slido will be used. <p><i>FYI – we will be using Slido on all sessions from now on, even when using Zoom, unless an organisation is unable too.</i></p>
3	<ul style="list-style-type: none"> • Share highlights from agenda. Today we’ll be covering: • Why we’re talking about menopause now • Cover what the facts are of menopause is, why it happens and when – which may be something of a surprise • The important role of HR in supporting menopause and understanding our legal responsibilities as employers • How to encourage supportive conversations • Chance to ask questions at the end but also throughout the session – this is your session – need to ensure you get everything out of this you need
4	<p>SLIDO Interaction</p> <ul style="list-style-type: none"> • To start with I’d like to understand what you think of when you hear the word menopause? • If you can just add any words that come to mind into slido, this will form a word cloud – there’s no wrong/right answer • Once answers given - summarise why we ask this question – if what we associate with menopause are things like hot, tired, angry, old we can understand why this may feel uncomfortable for



	<p>someone to put their hand up at work and say “Do you know what, that’s me” – I’m sure if you look around your organisation and the people potentially going through menopause they’d be a different set of words you would use to describe them and the amazing contribution they make to your workplace</p>
5	<ul style="list-style-type: none"> • We’re here today to focus on your role in HR supporting menopause at work • As we go through information on menopause I’d like you to think about 3 questions – we’ll focus on these as we go through today’s session: • How do you help open up the conversation around menopause within your organisation? • How do you think you could support menopause within your organisation? • What are the key things you need to consider in having a supportive conversation around menopause?
6	<ul style="list-style-type: none"> • We are delighted that you have taken the time out of your schedules to attend today's training and I wanted to share a couple of quotes from people who have attended sessions that demonstrate the impact managers engaging on the subject of menopause can have within an organisation • Here is a quote from someone who attended menopause training in their workplace, showing what a difference, this has made.
7	<ul style="list-style-type: none"> • Here is another quote from someone who came to one of our events, saying it was a pivotal point and it made her feel really valued
8	<p>SLIDO - Interaction</p> <ul style="list-style-type: none"> • As we move into the knowledge part of the session I’d like to understand your starting point in terms of how much you already know about menopause. • Pass to support trainer • Possible answers are – No knowledge, Some knowledge, Good knowledge, Excellent knowledge, Not sure • Reassure people who have no knowledge they’re in the right place, being not sure is very normal and for those who have good/excellent it will be great for them to share this as we go through the session
9	<p>There are so many myths and so much misinformation around the menopause that education and awareness is key. Menopause affects 51% of the population directly, it indirectly affects everyone, whether through relationships, at work or personally.</p> <p>Creating the environment where anyone can talk about menopause openly and without embarrassment, brings this hidden subject out into the open so that it can be normalised.</p> <p>We’ve seen by opening up the conversation and ensuring the right support is in place this can make a real difference - use example – either as written or your own example</p> <p><i>(Example: One of our team worked with a woman who was very senior in an engineering company. She loved her job and had built a very strong reputation. She managed really complex projects with lots of things constantly changing. The way her and her manager often worked is with those quick conversations over a coffee or in the corridor on the way to a meeting. Previously, this was no problem. But she found she was getting back to her desk and either completely forgetting or having to check back constantly. Over time this really knocked her confidence in her ability to do a good job. She felt it might just be easier to leave before she damaged her reputation too much. They discussed if she’d spoken to her manager and she hadn’t – she said no-one had ever mentioned the word menopause at work and she didn’t know how to. We challenged her that she had nothing to lose and we planned how to approach the conversation. I must say her manager was really supportive. Firstly, they reassured her she was still doing a fantastic job which gave a huge reassurance. They also said for them it was quite an education as they didn’t realise menopause could affect someone in this way as they’d only heard about hot flushes. They then asked the most powerful question – what can I do to help? For them, it was a small change in working habits – following things up by email, ensuring they were at her desk when</i></p>



	<p><i>discussing actions. She said it felt like she had a safety net, someone who understood her symptoms and what she needed to continue to do a great job. She is still thriving in that organisation, but they could have lost a really valuable employee and she could have left a job she loved!</i></p>
<p>10</p>	<ul style="list-style-type: none"> • Menopause now comes at a very different point in life • Click 1 and slide will show today and other figures • We are now all living for longer and working for longer – the average age of reaching menopause is 45-55 and we live on average to 83 – 1 in 7 chance of living to be 100 – so, menopause may only be the halfway point for many with huge amount of life to live in post menopause • The most significant change is where this comes in working life – research shows 8 out of 10 menopausal women are in work and it’s the fastest growing workforce demographic – also when we think about the average age of menopause this can often be at a really critical point in someone’s career – these are really experienced people, often in senior roles/ leading teams, key employees we want to ensure we’re retaining and attracting within the organisation • Shocking statistic from research – 1 in 4 consider leaving work due to menopause – shouldn’t be the case. Recent research from the Fawcett Society in 2022 showed 1 in 10 have left • We’ve seen by opening up the conversation and ensuring the right support is in place this can make a real difference as we saw in the example we just shared •
<p>11</p>	<ul style="list-style-type: none"> • As well as people potentially leaving work, the research also shares some chose to go part time or retire early and it can have an impact on career progression as people don’t apply for promotion • Raising awareness and support can have a big impact on this • As well as retaining and developing important talent within an organisation, we’ve also seen there can be improvements in productivity and motivation and reduction in absenteeism and presenteeism. As people going through menopause feel more informed and able to manage symptoms and feel better supported at work •
<p>12</p>	<ul style="list-style-type: none"> • As HR, it’s important we understand our legal responsibilities. • Although in most countries there is currently no specific legislation around menopause in the workplace, as this conversation grows, we are seeing countries reviewing what protections are needed in the workplace. • Menopause may be covered under other existing legislation and workplaces have a responsibility to ensure people are not subject to discrimination and that reasonable workplace accommodations are considered when needed. • As an example in the UK, There have been successful cases under protected characteristics while menopause is not itself a protected characteristic, claims have been made under Sex, Age and Disability protections – that isn’t to say menopause is a disability but for some, symptoms are so severe or last for a long period of time so that it is considered a disability under the Equality Act • The reassuring thing about the findings is that they point to things we should already be doing as part of best practice: <ul style="list-style-type: none"> ○ Treating people as individuals, making the appropriate workplace adjustments and providing support, considering the working environment and facilities ○ Having accessible and well publicised policies and guidance in place to support employees and managers ○ Raising awareness and understanding of menopause for line managers and employees – these sessions are a great part of this ○ Having supportive, respectful conversations – making a supportive conversation about menopause at work unremarkable because it’s just normal



<p>13</p>	<ul style="list-style-type: none"> • We have seen a rising number of employment cases in the UK and as the conversation grows globally this may follow in other countries. Listed are some of the key cases and provided in your resources is further signposting should you want to explore these further. • As HR professionals we need to consider how do we take these learnings and ensure our organisation and in particular our managers are doing the right thing and avoiding any organisational risk • BT vs Merchant – this is an example where a line manager didn't consider menopause symptoms when managing poor performance – even though the individual shared their symptoms and information from their doctor and BT policies were clear that considerations around medical conditions should be part of performance management – the manager was quoted as saying “My wife went through menopause and she didn't experience any of these symptoms so I didn't believe them” • Several cases show menopause could be considered as a disability as we've discussed Davies vs Scottish Tribunal Service/Rooney vs Leicestershire City Council • Several are examples where people were treated poorly and with disrespect and humiliation such as Bon Marche – considered direct discrimination and harassment plus example of poor use of humour and humiliation <ul style="list-style-type: none"> • Tiffin vs Surrey Police – example found in favour of the employer as they followed best practice • <i>You don't have to go into the full detail of each case dependent on time but it's really good to be familiar with case law and any case law specific to the country you're delivering in</i>
<p>14</p>	<ul style="list-style-type: none"> • We've seen there's a clear demographic and business case but it's also the right thing to do. • Want to support our colleagues • Enable our colleagues to perform at their best • In 2021, Standard Chartered undertook research into the impact of menopause in Financial Services which showed that 46% said they did not disclose what they were experiencing because they were worried it would be perceived negatively and 41% were worried their abilities would be questioned.
<p>15 & 16</p>	<ul style="list-style-type: none"> • So what do we mean by menopause. • Clinically, menopause is considered to be a 1-day event – from a the general definition is the ceasing of menstruation, and someone is said to have reached menopause when they have had 12 months with no period, but for anyone going through this or anyone supporting someone, we know that's not the whole story • Menopause is a process of change that happens over time • (Click 1) Peri menopause appears, (Click 2) - Perimenopause appears - time leading up when hormones start to change – symptoms can start to show. When we think about the average age of menopause is 45-55, its means its very common for individuals to experience symptoms in their 40's and sometimes earlier. It can be a very different journey for everyone but the average can last around 5-7 years. • (Click 3) Post appears • (Click 4) post menopause appears – for the rest of our lives • Menopause/Menopausal – overriding term covering all this journey
<p>17</p>	<ul style="list-style-type: none"> • You will hear information about “averages” when talking about the age experience menopause and this can be useful, as understanding 45-55 may be the most likely time to experience symptoms • But that isn't the case for everyone • Some will experience it later into mid-60s • But it can be earlier ...



	<ul style="list-style-type: none"> • Early menopause – before the age of 45 – affects 10-15% of women Finally some individuals may have Premature menopause, which can happen as early as 12 up to 40’s. • Helpful for HR and our managers to appreciate the wide range of ages that people could be experiencing symptoms of menopause
<p>18</p>	<ul style="list-style-type: none"> • Premature Ovarian Insufficiency (POI) is relatively rare but more common than you might think • The condition itself can have a profound effect. It’s not just loss of hormones but loss of fertility, there can be both physical and psychological impacts • Important to ensure anyone going through this or if you know anyone going through this that they are getting the right support and information • There is a fantastic charity The Daisy Network which can provide a huge support for someone going through this – they provide lots of factual information around diagnosis and treatment but also peer support and counselling. If we think of someone going through the menopause around the average age they often have a natural peer support group of friends going through this at a similar time, for someone going through this at a much earlier age, they may not know anyone else going through this. Really encourage anyone going through this to reach out to the Daisy Network or please share to anyone you’re supporting – the signposting is included in your resources
<p>19</p>	<ul style="list-style-type: none"> • Another time when people can experience menopause outside of the “average” range is when it is induced earlier due to surgery, hysterectomy or oophorectomy or certain medical treatments for cancer • We want to raise awareness for you the HR team, that menopause could be part of someone’s experience as they return to work following one of these treatments • Here we need to be careful of the language we use when we talk about menopause. We often see the term menopause is a ‘natural’ transition for all women. For someone going through surgical or medical menopause it doesn’t feel like a natural process and this language can feel excluding. Try using terms like “a normal process’ ‘a stage in every woman’s life’ etc. • It is essential that people get the right support to manage them through this – think about what could support in your organisation - that could be a referral to Occupational Health or an Employee Assistance Programme
<p>20</p>	<p>Slide has a build when you click once within the slide all content will be loaded.</p> <p>We thought it might be helpful to show you an illustration of what is happening with these hormones in the different stages of the menopause journey to give some context to the symptoms to some people experience.</p> <p>Liken to a rollercoaster – some days we can feel really good and other days it can be hard to think how you will get through to the end of the day.</p> <ul style="list-style-type: none"> • In Perimenopause levels of Oestrogen can go up and down. They level out again in Post menopause but never return to the levels of earlier years. • Progesterone fall dramatically and stay at a lower level. • Levels of testosterone gradually reduce, with many women not even noticing while others are more sensitive to the changes. • These changes happen over a condensed period of time • Often get asked how do I know where I am? – we may think it’s a simple as having a test to confirm if it’s menopause but are bodies are complicated – we have the 1-day marker of no periods for 12 months, but that’s like a retrospective diagnosis as someone can’t know they’ve had their last period until they reach that 12 months. For many that marker may not be there because of certain medications or contraception • Guidelines from the International Menopause Society, British Menopause Society and the NICE (National Institute for Health and Care excellence) guidelines recommend for an otherwise healthy woman over the age of 45, menopause should be diagnosed based on symptoms rather than specific blood tests. The reason being is that a blood test (in particular in isolation) won’t



	<p>tell the whole story. Someone in their late 40s could go and see their healthcare practitioner with clear perimenopause symptoms and have a blood test that comes back in the normal range and we hear people saying they feel lost and dismissed and not sure how to get the help and support they need. This same person could have had a blood test at a different time on a different day and it could have come back as not in the normal range and this is because of the huge fluctuations in hormones.</p> <ul style="list-style-type: none"> • This is why it the best piece of advice we can give to anyone going through menopause is to get a clear picture of what’s going on with your symptoms and tracking these – in our workbook we have a symptoms tracker. Tracking symptoms can help inform diagnosis, good conversations and decisions on what treatment feels the right approach • We would love to say the moment everyone reaches postmenopause all symptoms magically disappear but that’s not always the case. The majority of people report into post menopause feeling really well and looking forward to the next phase of life. But for some they can still experience symptom. • No matter what stage an individual is at, if they are experiencing symptoms that are causing challenges for them at home and work there is so much that can be done to manage these and what we don’t want is for anyone to be struggling and suffering through this without getting the help and support they need.
<p>21</p>	<ul style="list-style-type: none"> • Everyone's journey can be very different there are lots of different symptoms associated with menopause both physical and psychological and its really important that we recognise that difference. • Physical symptoms such as hot flushes, night sweats we tend to hear about but people can experience things like achy joints, changes in hair, skin, nails. Recognising and understanding that all those physical symptoms could be part of menopause and this can often help people access the treatment that will really help manage and support the symptoms. • And there may be physical symptoms that some people find it more difficult to talk about at work or discuss with their medical practitioner including things like heavy flooding periods – for anyone experiencing these we really encourage they talk to their healthcare practitioner as there is a lot that can manage these symptoms • Then we have psychological symptoms which are becoming much more recognising and understood – losing confidence, brain fog, word-loss, anger, emotional, anxiety. World menopause day recognised this and the theme was around psychological symptoms and really highlights the awareness • We often hear people saying “I just don’t feel like me any more, I’m anxious about things I’ve never been anxious about and I’m getting irritated and angry about things that never used to bother me” We can all appreciate how frustrating this can feel
<p>22</p>	<p>SLIDO - interaction</p> <ul style="list-style-type: none"> • So as an HR team, now you have an understanding of the kind of symptoms someone can experience, which do you think people will find the most challenging at work. • Hand to support trainer to run Poll • Talk through the top answers but also although it’s good to understand the most common we must keep an open mind. If a less common symptom is the most significant for someone, then that’s the most significant.



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Cycle of symptoms

- Click 1, all symptoms around Night sweats will appear.
- This cycle of symptoms shows how symptoms are interrelated and interact with each other
- In this example here, a person experiences **night sweats** that mean they find they **can't sleep**, this results in them feeling **fatigue** and they experience **difficulty concentrating**. This makes their **brain fog** worse and as a result, they start to **lose their confidence** in themselves which makes them **anxious** and that keeps them **awake at night** ...and so the cycle goes and accelerates.
- So by going back to identifying specifically for an individual what symptoms are causing them the biggest challenge and then looking at the approaches that are going to help manage those symptoms. Often as each symptom becomes better controlled it can actually have a knock on positive affect on many other symptoms that individuals are experiencing, so if someone is really struggling with sleep and they work on tackling their sleep hygiene, whether its taken some form of medication or lifestyle changes and actually start to get much better sleep then things like their brain fog and concentration can start to improve which could help them feel less anxious and more confident, so it's about really understanding those symptoms.
- If symptoms are impacting them in the workplace, individuals may need to talk to you, as their manager, about the support and adjustments they may need as they try and manage their symptoms.

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- As HR, you could find yourself in a position where you recognise someone could be struggling with menopause symptoms or a manager could ask for your help because they think someone in their team is struggling
- What's different?
- What symptoms do you recognise?
- Have they shared with you?
- We will come back to this a little later in the session to think about how you can start to open up the conversation about menopause.
- Remember we are not there to diagnose but be understanding and empathetic and open to conversations and support when needed

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- Important to remember – everyone is different
- 1 in 4 go through with no symptoms – so we should never assume just because someone is of menopausal age, they need support
- This means 3 in 4 will experience symptoms and 1 in 4 serious symptoms that have a huge impact on quality of life at home and at work
- This can be hard for the individual as they don't know what to expect and what they are experiencing may be different from someone they're working with or friends/family
- It can be hard for healthcare practitioners as someone may be presenting with many different symptoms
- This can be hard for workplaces –we want to treat everyone as an individual and look at what we can do to support the way menopause is affecting an individual



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- If you think about how menopause has been depicted in the media in the past, it will often bring to mind a stereotypical image of a woman of advancing years, with hot flushes being the only symptom referenced. We need to really challenge the perceptions and the way we talk about and represent menopause to ensure that anyone is going through menopause or is affected feels their voice is being represented and we can all take a responsibility in the way that we talk about menopause.
- We want to make sure we are opening up the discussion about menopause to ensure that ANYBODY going through this transitional time in their lives is represented and has a voice. This includes people from an ethnic minority background, people who are neurodiverse, those with learning disabilities and differences and people who identify as LGBTQ +Menopause is a subject for everyone. and it's important we ensure the language we use when talking about menopause is fully inclusive and focuses on how we can support anyone who is experiencing these symptoms
- We need to consider the use of humour – it has its place, and we need to be able to laugh about things however it is important menopause doesn't become the butt of jokes in the workplace and is spoken about in a respectful way, so people feel comfortable asking for help if it's needed.
- We also need to consider the impact menopause has on others such as partners, family members and friends as menopause can have an impact on everyone which is why it's so important that everyone feels able to join in this conversation.

Example of a rail network in the UK– 80% male workforce but still provided menopause training. This happened because train drivers have to sign to say they're fit and well to be able to drive the train. On driver said to their manager, I'm not sure I can sign this. The manager asked why and the train driver, not really knowing how to explain, said " have you ever slept next to a menopausal woman?" "Duvet on, duvet off, window open, window closed". This organisation then recognising the age profile of their organisation that as well as those going through menopause there could be many who's partner/family members could be going through this and this could be impacting people at work. They look at what they could do to educate and support everyone around menopause

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- We often get asked, is there such a thing as a male menopause? ... the definition of menopause is the end of menstruation so although men don't go through this there could be times a man experiences menopause-like symptoms.
- Men go through andropause but this is generally a very gradual decline in hormones that starts a lot earlier and ends a lot later so it is unusual for men to experience menopause like symptoms.
- There are times when men can experience menopause-type symptoms. There's a condition called TDS 'Testosterone Deficiency Syndrome' or 'late onset hyper-gonadism' which has very similar symptoms to menopause, it's important for anyone experiencing this to see their healthcare practitioner to ensure they gain support and treatment.
- Other times men may experience menopause-type symptoms is going through certain types of cancer treatment, for example hormone therapy treatment for prostate cancer. Common side effects can be hot flushes, night sweats and insomnia
- We also need to have an understanding that not everyone experiencing menopause identifies as a woman but may still have the appropriate biological make-up to experience menopause.
- Transgender, non-binary and intersex staff may experience the menopause, either due to age-related hormonal changes or hormone treatments and surgeries.
- It is important to acknowledge some trans, non-binary and intersex colleagues may not wish to disclose their menopausal symptoms as this may mean disclosing their trans or intersex status. It can therefore be particularly difficult for these employees to access support and/or ask for adjustments. Within each of these groups, people's needs will be different and so it is crucial to listen to people on an individual basis and allow them to take the lead on their conversations and required adjustments.
- We often hear the phrase 'menopause affects half the population'. But it affects us all. Some first hand, some through relationships, maybe a partner, family member, friend or colleague. This is an inclusive subject everyone needs to know about.
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<p>28</p>	<ul style="list-style-type: none"> • It is so encouraging to see more conversations happening around menopause with people coming forward and sharing their stories and experiences. There has been an explosion of reporting in the media, but this does mean that we are faced with a huge amount of information (and misinformation) which can be overwhelming and confusing at a time we are seeking clarity and guidance. • If you were to do an internet search asking ‘how do I manage my menopause symptoms’, there is so much information and often a lot of conflicting information why you should be choosing a certain way of managing menopause and different ways of managing. • So, our aim is to help people cut through the noise and provide access to great evidence-based information, research and data so that they can make the choices that are right for them. <p>As HR you can play a really helpful role in sharing this information to anyone you are talking to about their symptoms. You don’t need to be an expert – you can listen and understand, signpost and support. Think about how your organisation can ensure accurate up-to-date evidence-based information is made available.</p>
<p>29</p>	<ul style="list-style-type: none"> • There is no ‘right’ way for anyone to manage their menopause. • As discussed, everyone is different so every individual needs to be able to choose the right approach for them. • If we are talking to colleagues, we go into detail on these 4 areas as this is often where people need the most information, for the purpose of this session we will give a brief overview: <ul style="list-style-type: none"> ○ (click 1) Medical - The first line medical treatment for menopause, recommended through consensus international medical guidelines is HRT/MHT – Hormone Replacement Therapy/Menopause Hormone Therapy. HRT/MHT can feel confusing and there are a lot of mixed messages. As a manager understanding this is one approach people could take but even though it is considered to be low risk for the majority of people starting under 60 it will not be the right choice for everyone. Also it can take time to find the right preparation or for it to work so people may need to visit their healthcare practitioner more than once. ○ (click 2) Complementary - there is not as much scientific research, but some studies have shown certain herbs can have a positive impact in particular around hot flushes and night sweats. Again we want to ensure what people are taking is safe and effective for them so we would always recommend they check with their healthcare practitioner. As managers it’s about supporting the choices someone has made ○ (click 3) Lifestyle – The way someone looks after themselves during menopause can have a positive impact on managing symptoms as well as managing LT health. In our colleague sessions we cover in more detail things that can make the biggest difference such as what someone eats and drinks, sleep, exercise and the importance of self-care. Think about the wellbeing things available within your organisation and ensure your colleagues are aware of what’s available ○ (click 4) Mindset - It’s important to realise that the psychological symptoms of menopause are as real as the physical ones, looking for ways to reduce stress, lastly keeping the conversation going and talking about what is happening, as managers you play a key role in this that we will come onto later. As managers we need to recognise that menopause can often come at quite a busy time in life – we encourage individuals to think about the small changes they can make that will have the biggest impact. <p>Further detailed information can be found in Managers and Colleagues packs.</p>
<p>30</p>	<ul style="list-style-type: none"> • We share this slide with HR teams so that they can understand the challenges some people face in accessing support from their healthcare practitioner • There has been a lot of focus on education around menopause in healthcare services across the world but in some cases, there is a big gap in knowledge. • Some people will have a great experience because there are some amazing healthcare practitioners who are very knowledgeable and supportive about menopause • Unfortunately, not true for all • It can help for us, as HR, to know how they should be supporting people and how we can help support our colleagues if they are going to see their healthcare practitioner



	<p>We do have some guidance that can help someone preparing to see their healthcare practitioner that we would like to share with you – [next slide]</p>
31	<ul style="list-style-type: none"> • There are some steps that people can take to help improve the conversation when they go to see their healthcare practitioner. • These are included in the colleague pack and we've heard from many people saying they'd been really struggling to access help but having used this guidance they are now having good conversations and accessing the treatment that's right for them. <p>If you have someone who is experiencing this, you have this information in the pack you will receive after the session and can share it with them.</p>
32	<ul style="list-style-type: none"> • Managers have a crucial role in supporting anyone experiencing menopause symptoms. As an HR Team you can support them as they may be the first person someone talks to in the workplace about what they are experiencing and the support and adjustments they need to allow them to continue in their role • We know many managers do really want to help and support their colleagues. They just don't always know how, when it comes to menopause. Some might be fearful about what their responsibilities are, or worried about saying the wrong thing or saying it in the wrong way. • What can help with this is changing our mindset from a conversation about menopause being difficult or awkward to one where it is just a good supportive conversation in the same way any other conversation would be • Creating an environment of trust and showing empathy, will help your everyone feel supported and opening up the conversation will make it easier to identify the support needed.
33	<p>So, let's look at what that support might look like and what you think you can do as an HR team to support menopause in your workplace.</p> <ul style="list-style-type: none"> • Hand over to support trainer to run Slido
34	<ul style="list-style-type: none"> • [Note – if the group came up with lots of ideas share the slide as confirmation of their suggestions. If the group has been quieter, go through the suggestions that haven't been covered]
35	<ul style="list-style-type: none"> • This is our “Managing your menopause, a three-stage process” which we share with you is a great tool to support you in coaching someone who is experiencing menopause symptoms to: • Stage 1 – track and understanding symptoms • Stage 2 – deciding on personal philosophy on how to manage menopause • Stage 3 – what action they are going to take
36	<ul style="list-style-type: none"> • Let's move on now to talk a little more about how we can have those great supportive conversations. We want to not think of these as “difficult” or “embarrassing” conversations – this is a normal supportive conversation it just happens to be about menopause.
37	<ul style="list-style-type: none"> • What are the key things you need to consider in having a supportive conversation around menopause? • When we talk to managers we focus on this is just like having a good supportive conversation about anything you may be supporting one of your team on. • Cover the PAUSE structure on the slide • Prepare - Notice when a colleague needs your help and support. Think about when and where to talk to them • Ask - Ask open questions, not making assumptions. Give people time and space to share what they feel comfortable sharing. • Understand - Show empathy, appreciate how challenging this might be for someone. Appreciate how hard this might feel for someone discussing this with you.



	<ul style="list-style-type: none"> • Support - Explore together how you can support your colleague. Understand the challenges they're facing and how you can help and/or signpost further support • Evaluate - Keep the conversation going. Check-in to see how they are getting on, is the support helping and any further help they need.
38-41	<p>First let's look at how we approach we suggest an individual approaches talking to their manager if they're struggling with menopause can we talk</p> <ul style="list-style-type: none"> ○ This is what I'm experiencing ○ Next slide – This is how it's affecting me at work ○ Next slide – This is what I'm doing to manage symptoms ○ Next slide – This is what would help <ul style="list-style-type: none"> •
42-45	<p>Then let's look at how a manager approaches a conversation when someone in their team says – I'm struggling with menopause can we talk</p> <ul style="list-style-type: none"> • If someone in their team wants to talk to them about menopause and how they can help we find this suggested conversation structure works well. <ul style="list-style-type: none"> ○ What symptoms are you experiencing/How is this affecting you? ○ Click 1 – How are they affecting you at work ○ Click 2 – Do you have all the information you need to help in managing symptoms ○ Click 3 – How can we/I help • It may be necessary to make adjustments and they may only be needed in the short term. • Keep notes of all your discussions: what you've both agreed to do and any necessary follow-ups. • Keep these conversations confidential unless the colleague involved chooses to disclose them to other colleagues.
46-49	<p>In the HR session this is done as an interactive exercise (you have 30 mins longer than the Manager session) – depending on time you could use breakout rooms but if a small enough group fine to do as a whole</p>
50	<p>Summarise key points</p> <ul style="list-style-type: none"> • It's really important not to make assumptions – what you are observing could be symptoms of menopause, but they could be caused by a whole range of other factors but opening up the conversation will help you understand more about your colleague • Check-in how someone is (twice). People put on a brave face, especially at work. If you ask, "How are you?" (sometimes the response is on autopilot "I'm fine thanks, how are you?", so find the time in the conversation to ask again "How are you feeling?" "No really, how are you?" • Reflect back on what you're observing – Listen and reflect back "I've noticed" • Ask open questions "what's going on?", "how does that make you feel", "what can I do to help?" • Let all your team know you're comfortable talking about menopause – you can share widely that you have attended this training, make it know you are comfortable for anyone to approach you and talk about what they are experiencing or the support they need
51	<p>OPTIONAL: This is where any internal signposting will be included</p> <p>Note: ensure you discuss with the organisation ahead of a session anything they would like to see included here</p>



<p>52</p>	<ul style="list-style-type: none"> • Depending on if they are working towards accreditation and are members or not they may be more or less familiar with this – this can be done as an interactive exercise or just posing the questions as things for them to think about and take away as a team • We ask them to think about what as an HR team they can do to help the organisation become menopause friendly • It starts and ends with culture – what do you want to achieve? How do you know you are achieving it? <p>Key considerations:</p> <ul style="list-style-type: none"> - Policies/guidance - is it clear how your organisation supports menopause? - Culture – do you have a culture where menopause can be spoken about openly? - Training – do all your people have the right knowledge and skills to talk about menopause confidently? - Support – what support do you offer? - Working environment - what could be impacting people experiencing menopause symptoms in your workplace?
<p>53</p>	<p>Your support trainer will gather together any questions that have come in through the session</p>
<p>54</p>	<ul style="list-style-type: none"> • Talk through the resource – shared following the session
<p>55</p>	<ul style="list-style-type: none"> • At the start, I asked you ‘what words do you associate with menopause’ – I’m sure if you looked around your organisation at the people who are going through this transition in their lives, or if you are thinking about yourself, you would use a very different set of words than those we came up with at the beginning of our time together today • People at this stage of life are capable, wise, experienced, knowledgeable. We want everyone to feel empowered not what’s going on and what they can do or how you can support someone. • We have “fabulous” on here as in one session we asked the question at the beginning and as well as some of the normal words we hear, someone said “fabulous” It turned out they’d had quite a tough journey through menopause but they were managing their symptoms, adjusting where needed at work and still delivering a great job and she said “I am fabulous” and this change in how she thought about this time made a huge difference to her. • We know this can be a challenging time and have more impact for some than others but there is no need to suffer and struggle without asking for help and support • I’d just like to leave you with a final story - in one organisation we work with they asked people to share their experiences of menopause and one of their senior leaders was asked what menopause had been like for them. She sat and thought and said "it's just been the wonkiest journey I've been on" and we think that's a great way to describe how this can feel for someone. But at the end of her video she said "I'm still going to do a really good job" She felt she was still capable and had a huge amount offer the organisation "I might need to do some things slightly differently and I may need some support but I'm still going to do a really good job" We believe with the right information and the right support, there's no reason why anyone can't continue to thrive at work and as HR you can make a huge difference. •
<p>56</p>	<ul style="list-style-type: none"> • We would love your feedback on the session today, so if I can ask you to head back over to Slido one last time. At the start we asked how much you knew about menopause. We have our final poll where we’d like to take a couple of minutes to reflect and share your feedback on how much you



	know now and how confident you're feeling about talking about menopause. Any key takeaways or anything else that would be helpful.
57	<ul style="list-style-type: none">• Links will be shared through your organiser• All a shared responsibility to keep the conversation going• Finish session and thank attendees• Mute and go off camera while attendees leave.