

# Guernsey Mind's Community of Practice for MHFAiders®



Mental Health  
First Aider

MHFA England



# Case Study

## “Balancing on the Edge”

### Background

Jordan (38) is a project coordinator at a mid-sized company, known for reliability and dedication over eight years of service. Lately, colleagues have noticed changes in Jordan’s behaviour and work performance.



### Current Situation

Jordan is going through a messy divorce, with ongoing disputes over child custody and the family home. The process has been emotionally draining, with court dates often disrupting work. Even Jordan’s dog, a key source of comfort, is part of the custody discussions.

At work, staff shortages have led to increased pressure and tight deadlines. Jordan feels reluctant to ask for help, fearing it might seem unprofessional or weak.

# Case Study

## “Balancing on the Edge”

### Recent Development

Jordan approaches you in your role as the Mental Health First Aider, looking tired and anxious. They admit they’re not sure what you can do to help but say they feel completely alone and have nobody to talk to.

Jordan explains that the combination of personal pressures and work stress feels overwhelming, and they’re struggling to “hold it all together.”



### Discussion Questions

- What signs of poor mental health does Jordan show?
- How might personal stressors like divorce affect his work?
- As a Mental Health First Aider, how would you start the conversation?
- What listening and reassurance techniques would help build trust?
- What next steps can you take to ensure Jordan gets the right support?
- How can the organization foster a more open mental health culture?



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