



Responding to Difficult News in the Workplace

A quick guide for employees

Difficult news, such as sudden loss, a mental health crisis, or distressing media, affects everyone differently. Support is available and you do not have to manage this alone.



Respect privacy and official channels

Avoid circulating rumours, graphic details, or private information. Allow official internal channels to share updates, ensuring those affected are given space and dignity.



Set boundaries around news and media

Limit your exposure to distressing news and social media discussions. Stepping back helps reduce anxiety and protects your emotional well-being.



Reach out for support

Talk to a manager, HR, your company's support channels (if available), or another trusted support person.



Get urgent help if needed

If you or someone else may be in immediate danger, **call 999 now** or contact a crisis support service.

You are not alone. It's OK to ask for help.



24/7 Multilingual Hotlines

Mental Health Support Hotline and WhatsApp (情緒通):	18111
The Samaritans:	2896 0000
Suicide Prevention Services:	2382 0000

 Hong Kong Public Mental Health Platform: [shallwetalk.hk](https://www.shallwetalk.hk)