

## Emotions

### Occasionally emotions surface

During gameplay, such as someone sharing about a time they needed to be resilient may feel the emotion of it coming up again. That generates eyes watering and perhaps a tear or two.

### Remember

It's a rare thing.

For the player it's a good thing. And it's good for the other players to see it too. Talking about and sharing difficulties is part of processing and moving on.

You are a game host not a professional counsellor.

### What to do

1. Give the person a moment to gather themselves providing reassuring messages like 'It's ok' and 'It's alright'.
2. Ask them if they are ok to proceed.
3. Give the group reassuring messages like, "Talking about experiences can bring emotions to the surface. It's a good thing. It's part of processing, moving on and building resilience. The important thing is to notice what you take from the tough experiences in your life and how, in the end, they made you better, stronger, more resilient.
4. After game play check in with the person to make sure they're ok
5. Email their manager to let them know to check in with the player.

### What if . . .

It's never happened that a player has gotten so emotionally distraught that the game needed to be stopped. If it were to happen, your duty of care means you should stay with the person or have a work colleague stay with them until either:

1. They decide they are ok to keep working
2. You can arrange for them to go home with someone there for them.

Email the manager with an outline of what happened, what you did and what the player said about how they were feeling before you left them.

End