

Samaritans



S.H.U.S.H. listening tips

SAMARITANS

#TheBigListen

#1 **Show you care**

Focus on the other person, make eye contact, put away your phone.

#2 **Have patience**

It may take time and several attempts before a person is ready to open up.

#3 **Use open questions**

That need more than a yes/no answer, and follow up eg 'Tell me more'.

#4 **Say it back**

To check you've understood, but don't interrupt or offer a solution.

#5 **Have courage**

Don't be put off by a negative response and, most importantly, don't feel you have to fill a silence.