

SAMARITANS

# SHUSH

## listening tips

Top tips for becoming a better listener



Samaritans wants to encourage people to listen to the really important things their friends, family and colleagues need to tell them, and to devote some time and attention to being better listeners.



### Show you care

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



### Have patience

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



### Use open questions

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



### Say it back

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



### Have courage

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

