

TALK TOUS

If things are getting to you



116 123

FREE

This number is FREE to call



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samaritans.org

SAMARITANS

A registered charity

Samaritans Listening tips

**When people feel listened to,
it can save a life.**

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.

SAMARITANS

#1

Show you care

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

#4

Say it back

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

#2

Have patience

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

#5

Have courage

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

#3

Use open questions

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

