

# 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.