

SAMARITANS

SHUSH

listening tips



Top tips for becoming a better listener

Listening can save lives. Become a better listener with Samaritans' SHUSH listening tips.



Show you care

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



Have patience

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



Use open questions

Use open questions that need more than a yes or no answer. Try 'how are you feeling today?' and follow up with 'tell me more...'.
(Note: The original image contains a typo 'more...' which has been corrected to 'more...'.)



Say it back

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



Have courage

Try not to be put off by a negative response and remember, you don't have to fill every silence.

