

5 ways

to be an

awesome

listener



Active listening is a big part of maintaining good relationships. When someone wants to chat about something important, here are some easy steps to follow.

1

Let them talk

While it can be tempting, try not to cut someone off with a personal story (even if it's relevant). Let them finish what they want to say first, then help them work out how they feel about it.

2

Be non-judgemental

Active listening is about having an open mind. When someone comes to you with a problem, try looking at it from their perspective and suggest helpful options, rather than being judgmental or critical.

3

Agree to disagree

Even when they ask for your help or advice, remember that it's okay if they disagree with what you say or suggest. Just focus on helping them choose their own path forward.

4

Ask open questions

Instead of asking 'yes/no' questions, use open questions to help them take the discussion in the direction they want it to go. Try out: 'Can you tell me more about that?' or 'How does that make you feel?'

5

Show them you're listening

Ask questions about what they tell you, and recap what they've said in different words to see if you got it right. People will trust you more if they know you're really listening to them.

Life doesn't always go as planned.

That's why there's ReachOut – a safe online place to chat anonymously, get support and feel better.

Learn more at ReachOut.click/listening