

Sometimes it helps to JUST LISTEN...

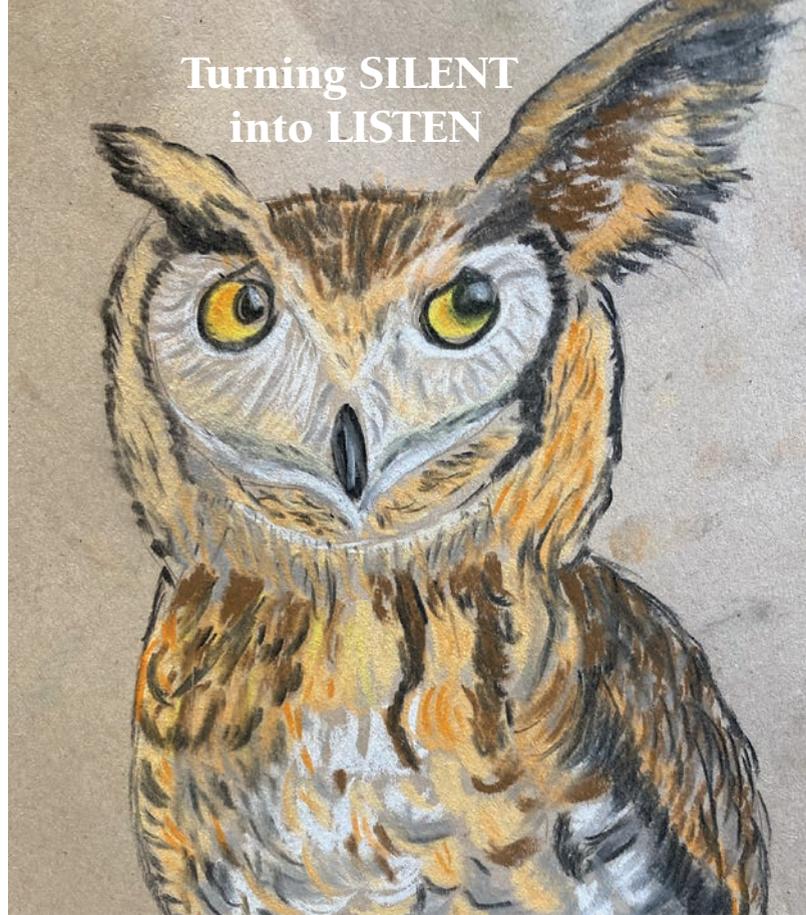
To help friends and relatives talk about their thoughts and concerns in a way that helps them.

The tips on this card aims to enable you to become a more effective listener and to keep yourself safe.

SILENT is an anagram of LISTEN!

#stigmastillexists
#turnsilentintolisten

H&W Mental Health Helpline: 0808 196 9127
(free phone 24 hrs a day 365 days a year)



Turning SILENT
into LISTEN



Hints and Tips

#turnsilentintolisten

Active listening

Stay calm and find a good place to listen. It doesn't have to be a room, maybe on a walk or in a car?

Where would you both feel most comfortable?

Indicate that you're listening. Keep eye contact, if it's appropriate to that person's culture and isn't too intense, use nods and smiles and if you need to check you've understood something, just ask.

Look out for non-verbal clues. Does the person's body language and facial expression match what they're telling you? If they say they're fine at first, don't be afraid to Ask Twice.

Empy space is OK. You don't have to fill all the silence, just being with someone is great. You don't have to fix their problem, in fact it's better if you just give them space.

Never agree to keep suicidal plans secret. And if you're concerned that's what they're thinking about, asking them directly is a really good idea.

Call the H&W Mental Health Helpline on: **0808 196 9127** (free phone 24 hours a day 365 days a year) if you need help or advice.

Try to give someone your full attention. Put the phone down, close the laptop and give someone your undivided time. It's one of the kindest things you can ever do.

