



**TOP TIPS TO HELP YOU
ACTIVELY LISTEN TO
YOUR YOUNG PERSON**



Youth



01

What is active listening? and why should we do it?

02

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An Emotions Guide



**"There is a difference
between being listened to
and being heard."**

Gillian Anderson

What is active listening?

To actively listen to someone goes beyond just hearing the words.

Active listening is a communication skill that means you are listening to understand the meaning and intent behind what they are saying.

When actively listening you're not thinking about your own response you are present in the moment which allows you to pick up on things that you maybe otherwise wouldn't have.

It requires active participation in the conversation.



It can help to build trust and strengthen relationships

It can help avoid conflict or resolve it as there is less chance of misunderstanding

What are the benefits of active listening?

It can help to identify problems or the route of an issue with someone else feeling less lonely in the process

It can help things feel less big or unmanageable as you feel heard, supported and understood

Young people need to be able to talk freely about what's inside their head.

They should be able to discuss their feelings, thoughts, their opinions and their unique view of the world.

As an adult you can help ease this by actively listening when they do.

Active listening can be done anywhere at any time and can be used with anyone.



HOW TO ACTIVELY LISTEN

Allow silence, don't feel the pressure to fill the silence. Take things slow and at their pace. Also be aware to still respond with a nod or "yeah" to ensure they know you're still engaged in the conversation.

Repeat words back to them, use the words and language they use. This way they know you have registered it and heard them.

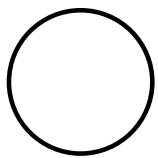
Ask for clarification, if you don't understand something just ask, never assume. This also helps to remind your young person you are human.

Empathise, don't disagree or judge them. Just show them empathy.

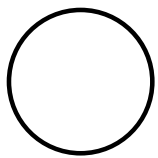
Check in with them, show them you care and ask them things like "are you okay?"



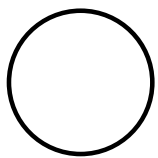
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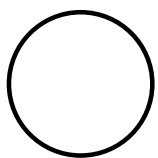
Don't minimise, what is going on for them is real for them. Don't minimise their situation or feelings. Validate them.



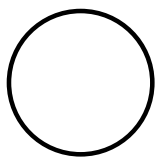
Help them unpack, ask them questions to help them understand and figure out what's going on and what they are feeling. What's at the root of this for them.



Keep your opinions and views to yourself, do not bring them into the conversation. You can offer advice if you are asked for it or at the end of the conversation if they need it.



Don't say or imply they should look on the bright side, even though you might see that it will be better, they don't need to hear that in that moment. They need to process, feel heard and for it to be acceptable that it's hard for them right now.



Summarise, to end the conversation summarise what they have told you, again using their language, it helps them KNOW they have been heard.

THE PHRASES YOU SHOULD

BIN





HAPPY



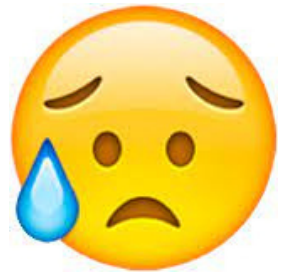
SAD



SCARED



ANGRY



LOW



NUMB



ANXIOUS



WORRIED



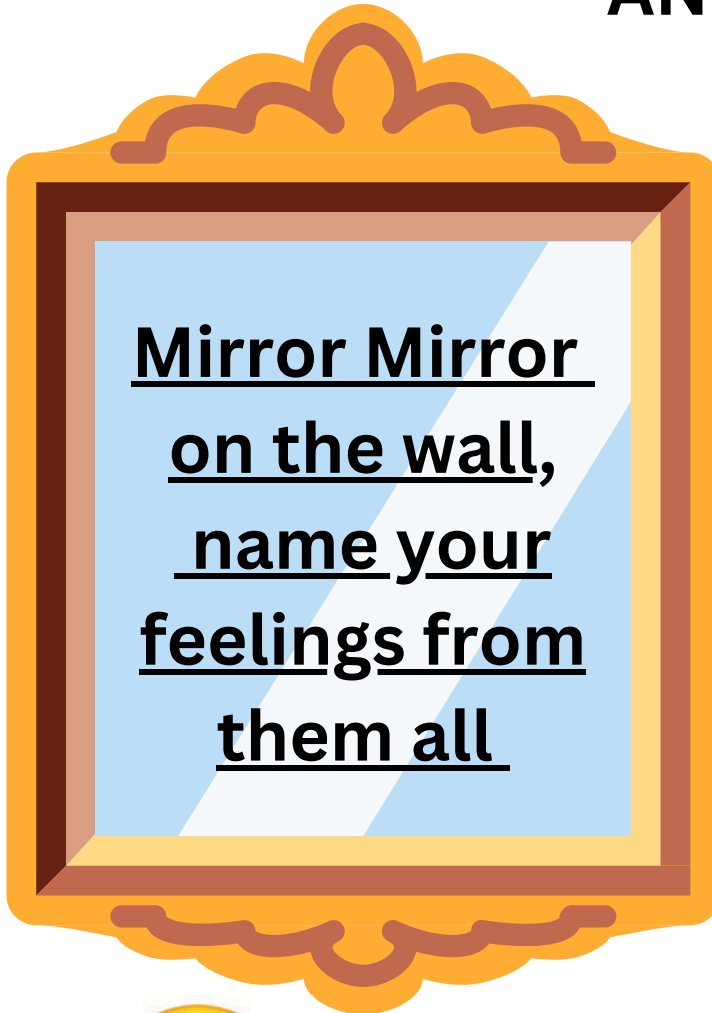
LOVING



EXCITED



CONFUSED



STRESSED



SICK



FED UP



NERVOUS



EMBARRASSED



HEARTBROKEN



CONFIDENT



TIRED

GET SUPPORT

www.youthinterventions.org.uk

**Working with young people and
families in Renfrewshire**

24/7 telephone/text support

TEXT SHOUT to 85258

Call SAMARITINS 116 123 Call

CHILDLINE 0800 1111

IN AN EMERGENCY CALL 999

OR

GO STRAIGHT TO A&E