


Listening Without Seeing

It can be hard to move from face to face to phone interventions, here are some useful tips to remember.


Attending *WELCOME*

Welcome them, be warm and genuine. Set boundaries and explain how the session will take place. Explain how silences may feel longer but how you are there for them.

Silence

Use silence in a telephone conversation  by leaving space for the young person to reflect on what you have said or by getting them to think about what has been said back to them.

Paraphrasing

"Holding Up A Mirror"
Reflecting back to the young person what they have said to you in YOUR words. 

NOT "Parrot - Phrasing"

Reflecting

Listening for changes in the young person's voice and tone helps you to reflect back their emotion to them, showing your understanding of their feelings and situation

Empathy

"Listening to the music behind the words"
Describe what your feeling in your body to check with the young person that you understand what they are saying.


Clarifying

Use clarifying questions to check your understanding with the young person. This helps you to gain a better understanding of their situation.

Questions

Use open questions "Who, What Where, When, Why and How" to help build relationships and provide you with more information from the young person.

Summarising

Use paraphrasing at the end of the session highlighting key points and actions before bringing it to a respectful close 

Active Listening

Use non verbal communication to demonstrate you are giving them your full attention e.g "aha" "uh huh" "mmm" 