
Summarising: A summary helps to show the individual that you have listened and understood their circumstances and their feelings.

Reflecting: Repeating back a word or phrase encourages the individual to carry on and expand.

Clarifying: Sometimes an individual may gloss over an important point. By exploring these areas further we can help them clarify these points for themselves.

Short Words of Encouragement: The person may need help to go on with their story – use words like ‘yes’ or ‘go on’.

Reacting: We need to show that we have understood the situation by reacting to it – “That sounds like it is very difficult”.

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