Samaritans wants to encourage people to listen to the really important things their friends, family and colleagues need to tell them, and to devote some time and attention to being better listeners.

**Show you care**
Focus on the other person, make eye contact, put away your phone.

**Have patience**
It may take time and several attempts before a person is ready to open up.

**Use open questions**
That need more than a yes/no answer, and follow up eg ‘Tell me more’.

**Say it back**
To check you’ve understood, but don’t interrupt or offer a solution.

**Have courage**
Don’t be put off by a negative response and, most importantly, don’t feel you have to fill a silence.

samaritans.org/tips