

DEVELOPING LISTENING SKILLS



HAND OUT

The listening wheel



- **Open Questions:** How? What? Where? Who? Why?
- **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”*.

DEAL

Developing Emotional Awareness and Listening



SAMARITANS