

ACTIVELY LISTEN AND ACKNOWLEDGE

HELPFUL PHRASES TO ACTIVELY LISTEN AND ACKNOWLEDGE

Taking the time to properly listen to a person can make them feel validated and can help to de-escalate a situation. Demonstrate understanding and empathy by reflecting, clarifying and summarising their words and feelings, using their words.

Here are some helpful phrases:

'I am hearing you...'

'What I am hearing you say is... [restate what you've heard].
Did I hear that correctly?'

'I can see how this would be very [distressing/frustrating] for you.'

Remember: they want you to know how they feel before they will be willing to move with you towards solving the problem. If you skip "acknowledge" they are less likely to listen to your ideas.

Helpful solution focused responses can include:

'That sounds really tough. We are going to try find a resolution for you.'

'I'm hearing this is very hard for you. I am going to do everything I can to help. Are you able to provide me with some information now? It must be distressing to repeat your story, so I will only ask for what I absolutely need to in order to progress this for you.'

