



Safe Insight



**Actively Listening
To People In Crisis**

SAFE Crisis Contact

When Contacting A Person That Is In Crisis Be SAFE

S

Setup

Introduce yourself. Slow down and look around. Try to gain a better understanding of what is happening.

A

Actively Listen

Listen to what they are telling you with all of your senses. It is more than just hearing.

F

Follow Up

Gain rapport with the subject through the use of the mirroring technique. Practice using reflective statements such as, "I can see why you feel that way."

E

Encourage

They need to know that you can offer them something better. This is the time for support. Let them know that you know people that can help, or what you can do to help them.

Actively Listen

Encouraging

DO Use words that show you are listening and encourage continued talking. You can also nod your head occasionally for the same effect. Words should be brief.

- Wow
- Really

DO NOT Interrupt the flow of the conversation.

Emotional Labeling

DO Put a label on the person's emotions that helps them feel like you are acknowledging their situation:

- You sound angry...
- You sound like you are hurting...

DO NOT Blame them for their feelings.

Paraphrasing

DO Repeat what the person said in your own words to help build rapport while clarifying and highlighting the true issue. Usually you can start with something like:

- Are you saying...?
- It sounds like you are telling me....

DO NOT Disregard their statement(s) as unimportant.

Actively Listen

Reflecting / Mirroring

DO Repeat the last few words they said when the person finishes speaking. You can use this to build rapport and also buy time if you are at a loss for words.

Subject: “All of that makes me so angry!”

You: “It made you angry.”

DO NOT Try to repeat the last thought in its entirety.

Pausing / Effective Silence

DO Pause after a person finishes speaking. Most people are uncomfortable with silence, which will encourage them to talk more. This is especially effective after something meaningful has been said by the subject.

DO NOT Overuse or it will become ineffective.

Open-Ended Questioning

DO Ask questions that encourage the person to speak longer while also providing you with valuable information about the situation. Instead try:

- Could you tell me...?
- I’m wondering about...

DO NOT Ask “why” as this sounds a lot like blame.

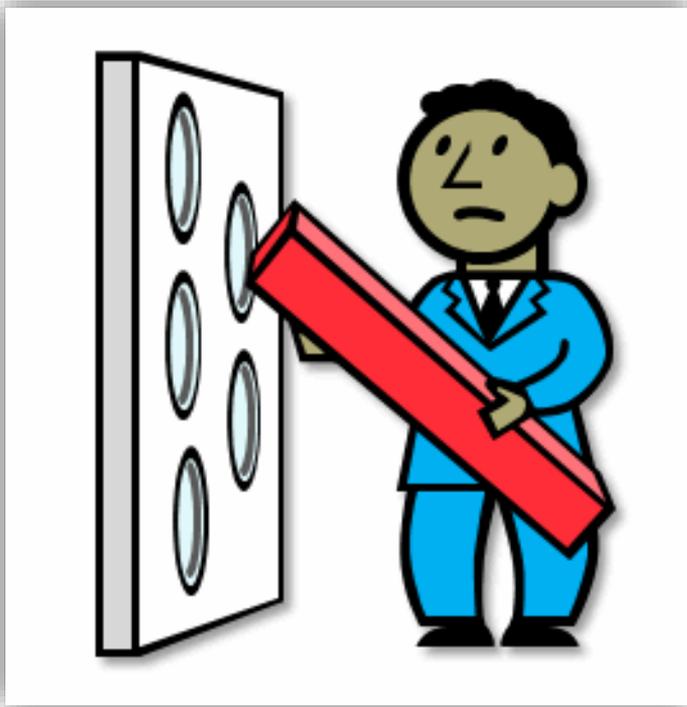
Actively Listen

Validating

DO Support and normalize the individual's situation. Reassure them that others have gone through and overcome similar circumstances.

- That is a lot for one person.
- It is not abnormal to feel this way.
- Many people would feel ___ in that situation.

DO NOT Say "I understand", this minimizes feelings.



Remember that every situation is different!



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