



Chat Seats - Listener Guide



1. Active Listening:

- Listen attentively without interrupting.
- Validate their feelings and experiences.

2. Empathy and Support:

- Respond with empathy and understanding.
- Encourage them to express themselves freely.

3. Maintain Boundaries:

- Understand your limits in providing support.
- Avoid personal advice or solutions; focus on facilitating conversation.

Best Practices:

- **Confidentiality:** Maintain strict confidentiality about all conversations.
- **Respect Differences:** Be aware of and respect cultural, gender, age, social, and personal differences.

If something seems not right:

- If the person seems unhappy or upset, follow these steps:
 - Remain calm and ensure they feel heard.
 - Ask them if they are okay?
 - Ask them if they would like you to contact someone.
 - If necessary, contact local crisis services or emergency contacts for immediate support.

We hope that you find this guide sheet helpful.

Thank you for taking the time to support your local community through chatting with some of its members.

We hope that you will be able to commit to further “Chat” time in the future.