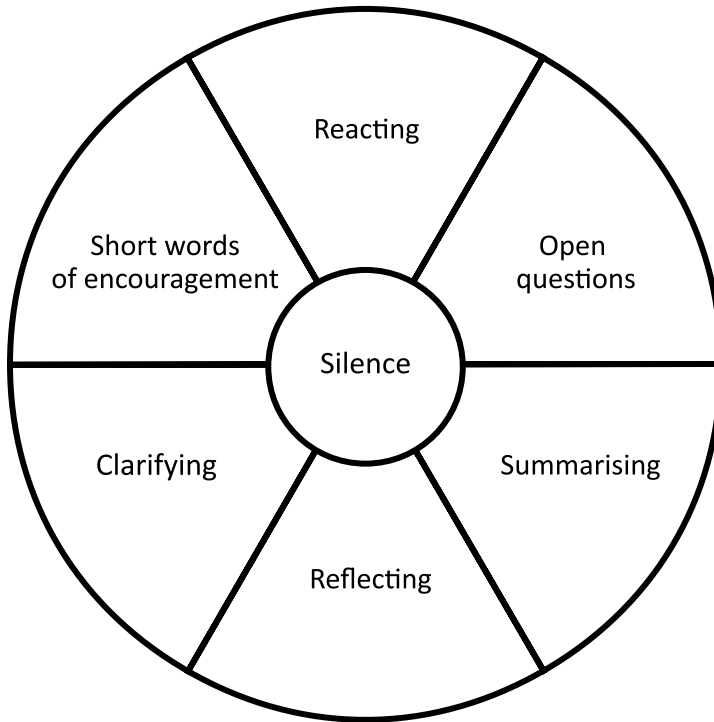


## THE 'LISTENING WHEEL'



Open questions (what/when/where/how): **Generally avoid asking “Why?” as it can often sound judgemental:** “Why did you hit your partner?” has a totally different tone to, “Can you tell me what led to you hitting your partner?” We should be careful not to ask too many questions – each time we ask a question we take control of the call and force the conversation in a particular direction, and this may not be the way the caller wants the conversation to go. The techniques outlined in the rest of the listening wheel allow the caller more control over the direction of the call.

**Summarising:** This helps to make sure that the caller knows you have listened and have understood the circumstances: “So you’re saying that...”

**Reflecting:** Repeating back a word or a phrase encourages the caller to go on.

## THE 'LISTENING WHEEL' continued

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**Clarifying:** Sometimes the caller may 'gloss over' an important point: "Tell me more about..." or "...sounds like a difficult area for you," can help the caller clarify these points for themselves.

**Encouragement:** Talking into a silence can feel like talking into a void: short words of encouragement, such as "Yes", "I see" or "Go on", can help the caller to continue talking.

**Reacting:** A caller can be looking for acknowledgement that you have heard what they are saying. "You've had a bad time," or "That sounds really difficult for you" conveys empathy to the caller.

**Silence:** This gives both the caller and the Samaritan time to consider what has already been said. Be careful to make the length of silence appropriate to the call – a long silence can sometimes suggest we are shocked or disagree with what the caller has said.