



Taken from slides presented as part of Mental Health First Aid 2006

Listening Non-Judgmentally

You ARE NOT listening to me when:

- You say you understand.
- You say you have an answer to my problem and I have not even finished telling you!
- You cut me off before I've finished speaking.
- You finish sentences for me.
- You tell me about your experiences, making mine seem unimportant.
- You refuse my thanks by saying you haven't really done anything!

You ARE listening to me when:

- You really try to understand me even if I'm not making much sense.
- You grasp my point of view even when it's against your own convictions.
- You realise that the hour I took from you has left you a bit tired and drained.
- You allow me the dignity of making my own decisions, even though you think they might be wrong!
- You do not take my problem away from me, but allow me to deal with it in my own way.
- You hold back the desire to give me good advice.
- You do not offer me religious solace when you sense am not ready for it.
- You give me enough room to discover for myself what is really going on.
- You accept my gratitude by telling me how it makes you feel to know that you have been helpful!