



# **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.

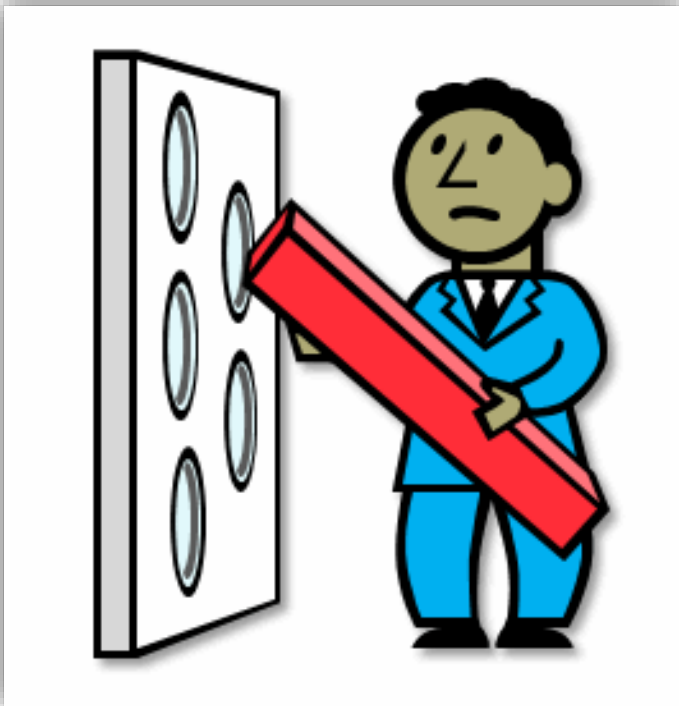
# Actively Listen

## Validating

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

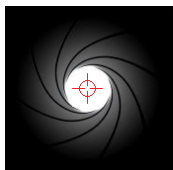
- That is a lot for one person.
- It is not abnormal to feel this way.
- Many people would feel \_\_\_\_ in that situation.

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



**Remember that every situation is different!**





# **Safe Insight**

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