



Have an open heart.

**Listening really is a skill and takes effort and energy to do.**

Pay attention to body language, tone of voice, what the person's face is telling you. How is the other person speaking? Do they sound tense or anxious? If you're truly listening, you're taking all that into account, and that leaves much less space for you to focus on other things, like what you're going to say next, or what you're planning to have for dinner.

**If you're aware that someone needs a listening ear but don't know how to start the process, here are some useful questions that you could ask to prompt them:**

What's happening with you today?  
Sounds like you're frustrated

Looks like you're unhappy, want to talk about it?

What happened?

**These are non-invasive questions that require more than a 'yes,' 'no,' or 'I'm fine' answer.**

**Remember, they don't need to be fixed, they do need to be heard.**

**Be compassionate.  
Be a 'heart with ears'.**

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