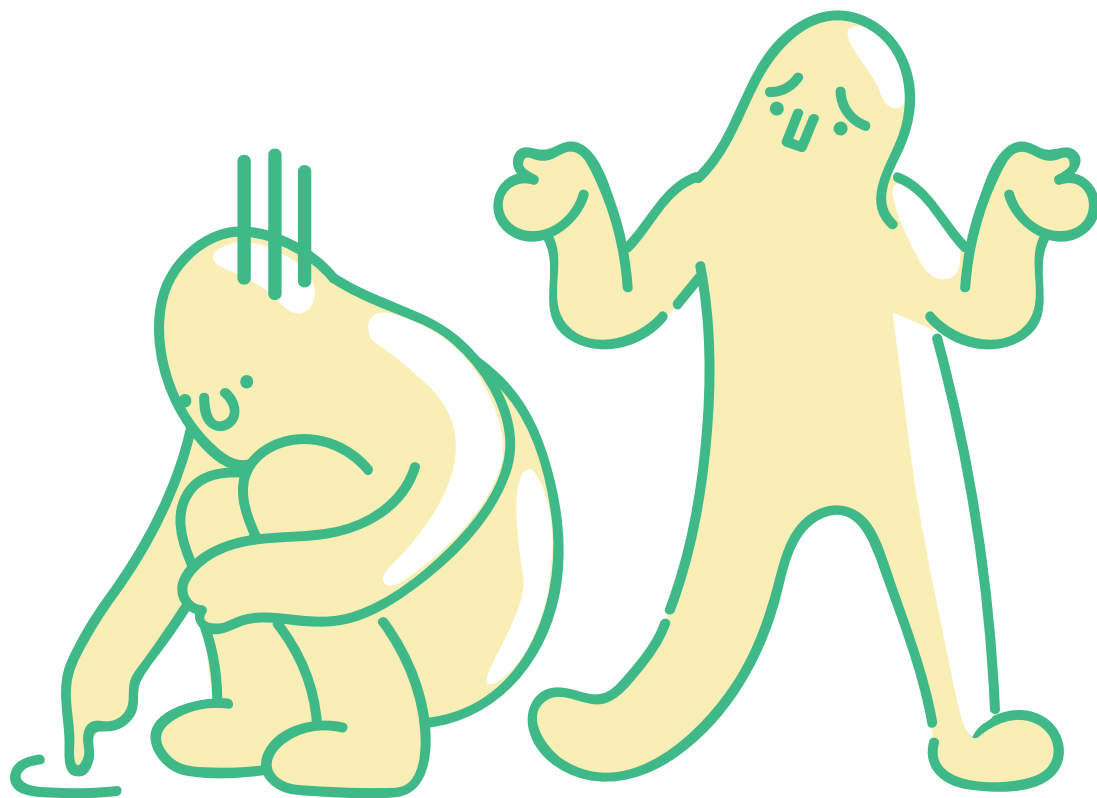




**CoPE
Together**

The Power of Kindness: Listening



When your friends are facing a complicated problem that a quick fix is not available, you may feel helpless.

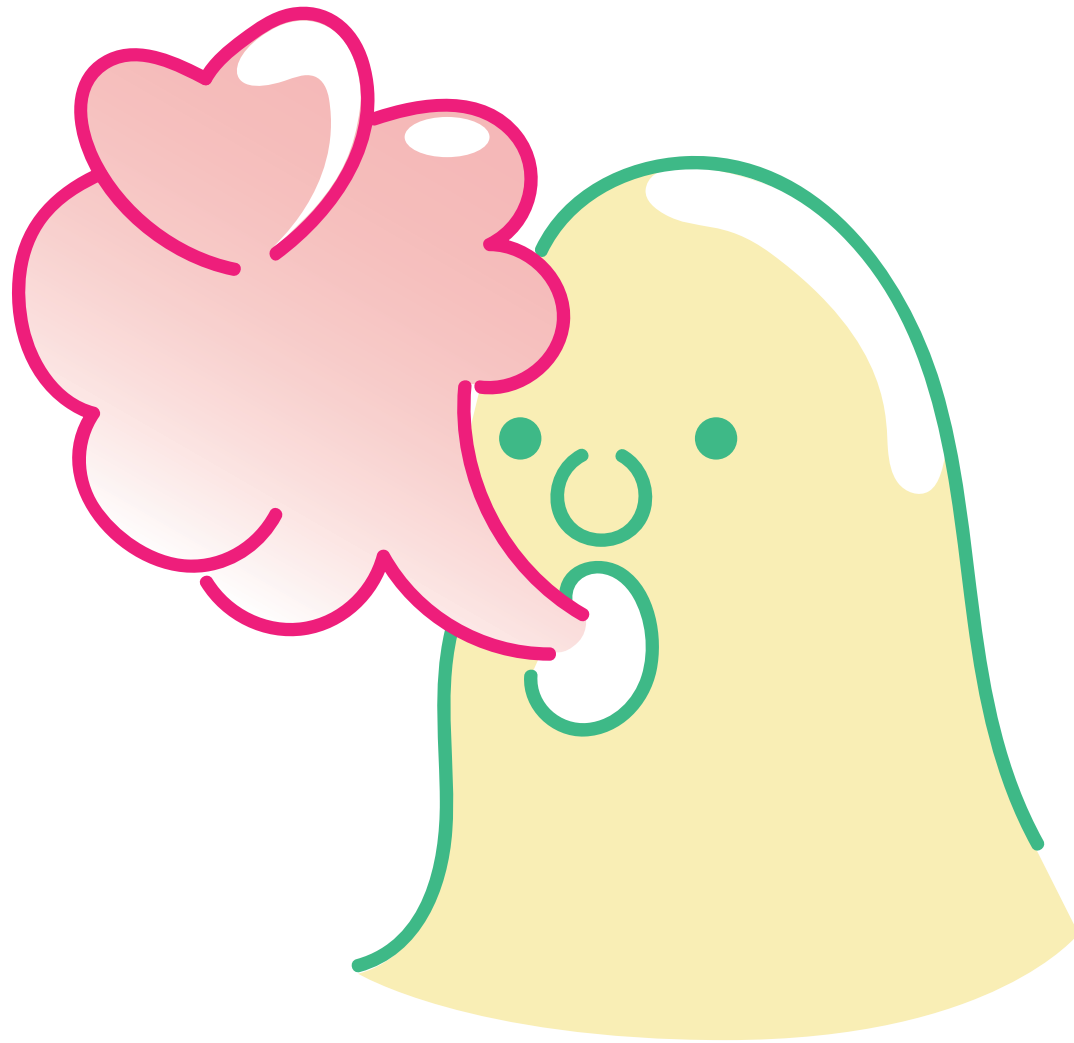


For example,

- **Our opinions are different; I can't help.**
- **I can't offer a good solution; I can't help.**
- **I am not a counselling professional; I can't help.**
- **I don't have an optimistic and positive personality; I can't help.**
- **I don't completely understand; I can't help.**



**Still, you can help! Be
there for them and
LISTEN!**



Why do we have to listen?

**To care for the others and
make them feel
understood.**



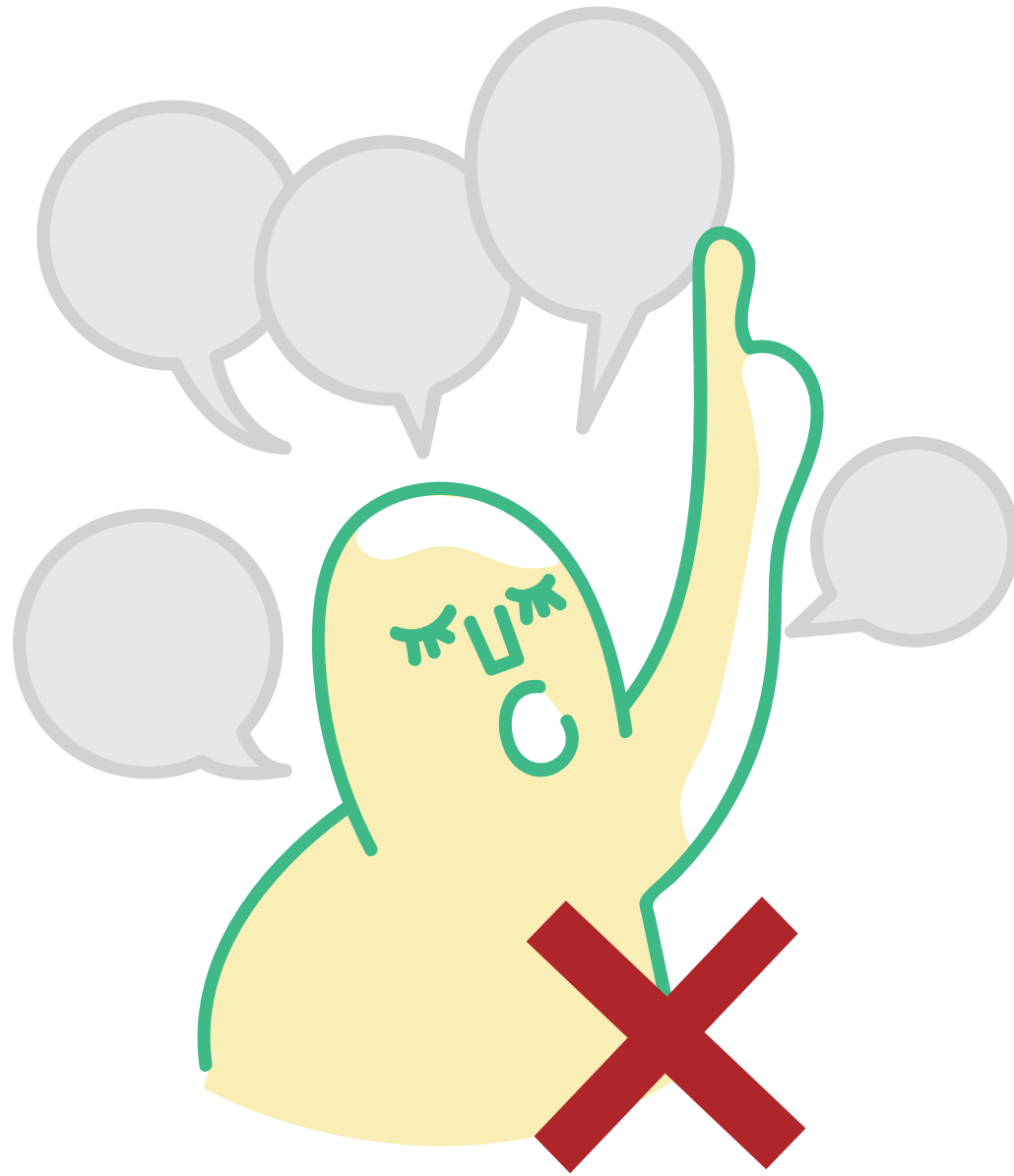
When friends need your listening ears, what can you do?

Find a quiet place and listen to what they have to say with undivided attention.

Try not to argue with them or change the topic during the conversation.

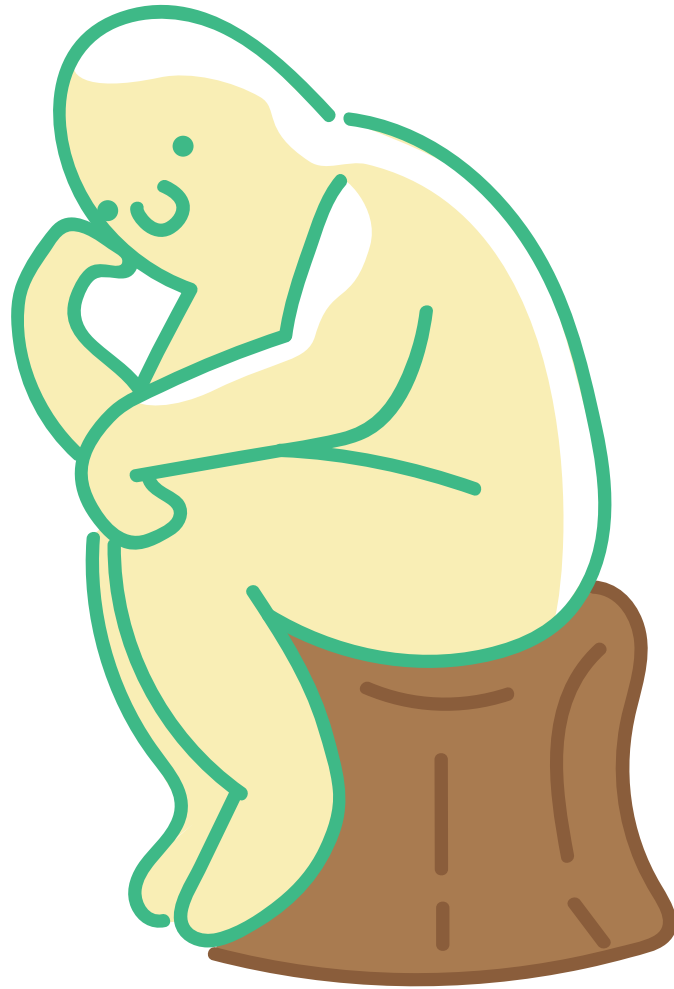


**Try not to deny others'
feelings.
Feeling low or upset is
natural.**



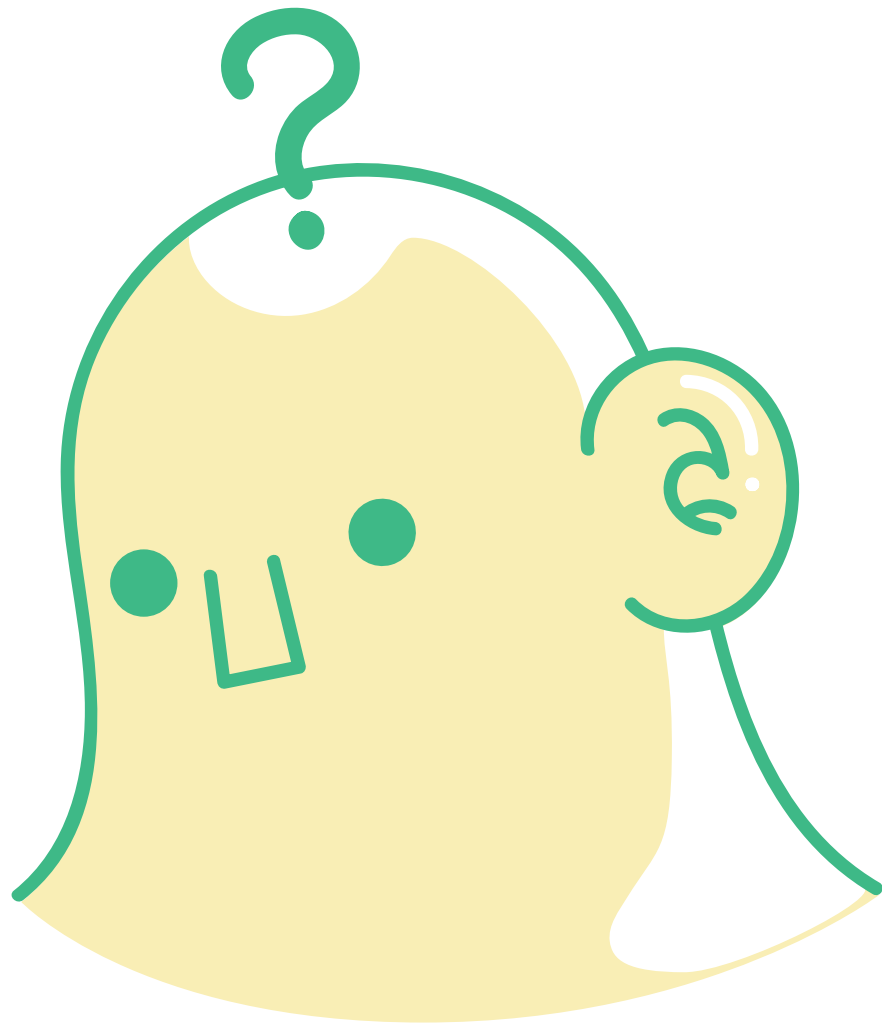
Try not to talk too much or take over the conversation. Be patient and listen to what they have to say first

First listen, then respond.

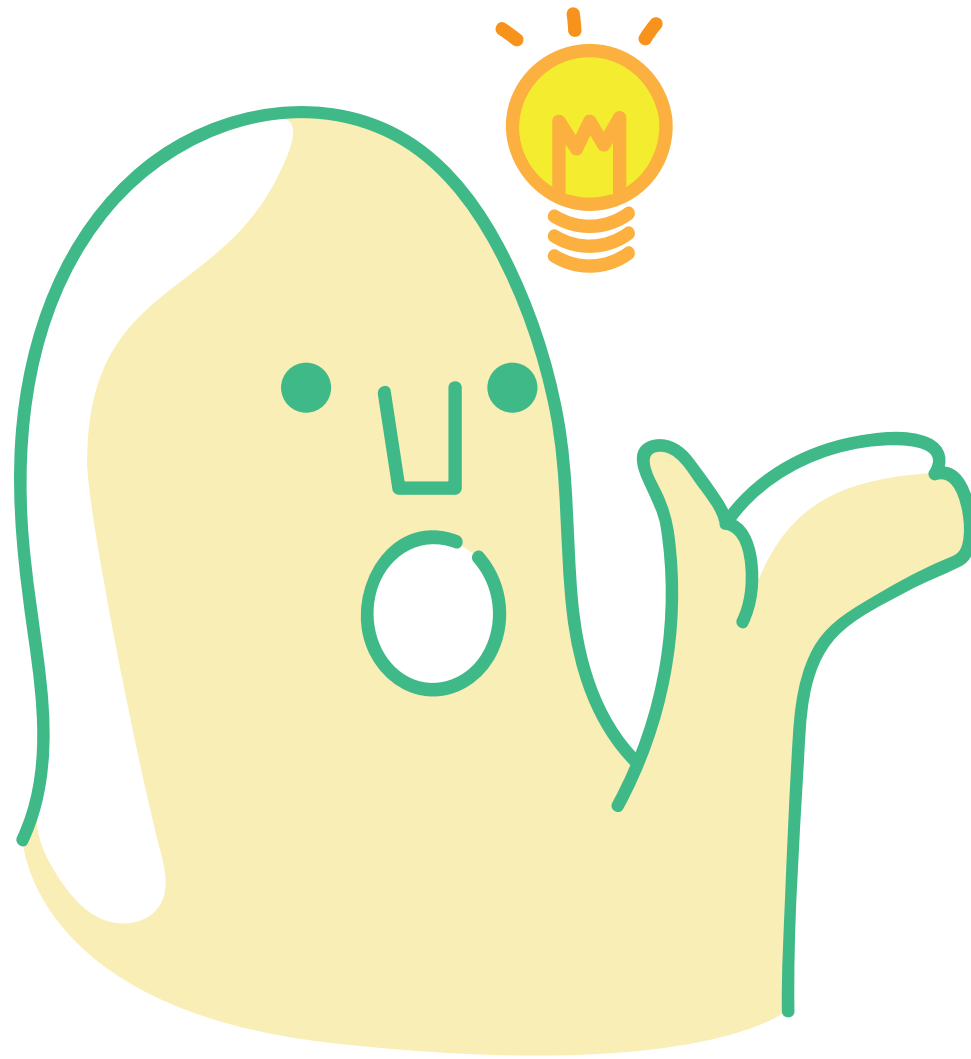


It is okay to have a silent moment. Your friends may be thinking and processing what you have just said.

Give them time and space.

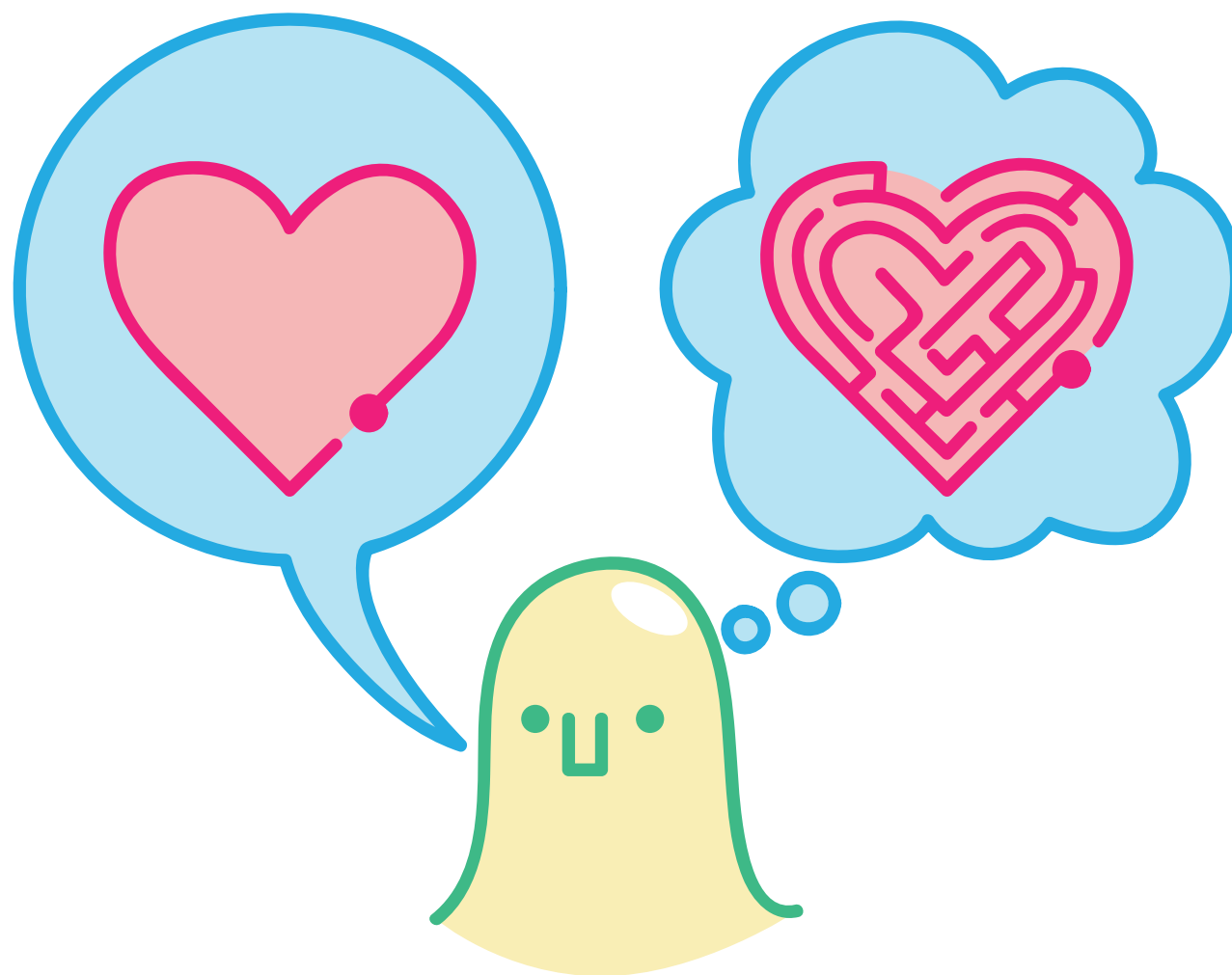


**How should I respond
when I am listening?**



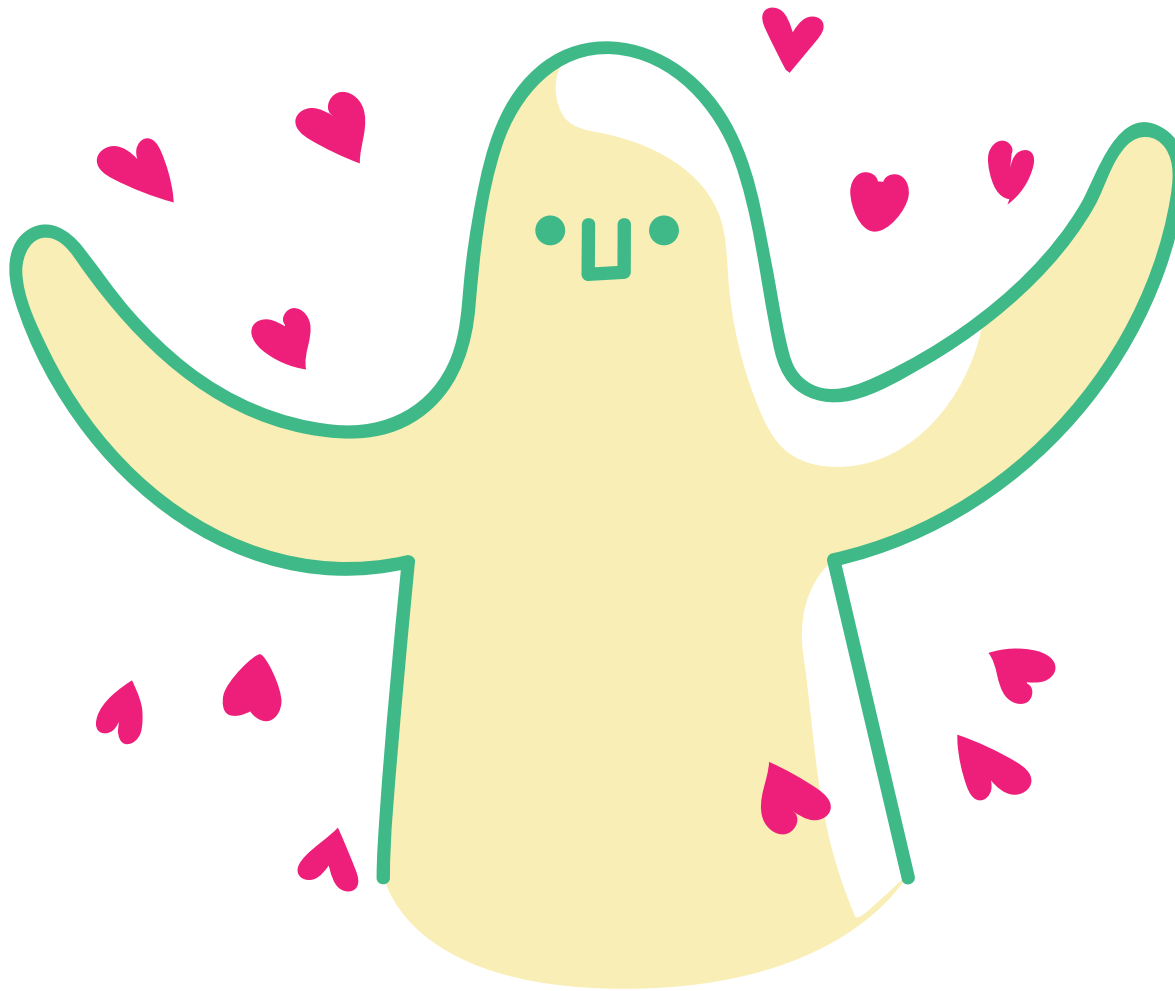
Summarise what you have heard once in a while during the conversation.

Ask questions to clarify your understanding.



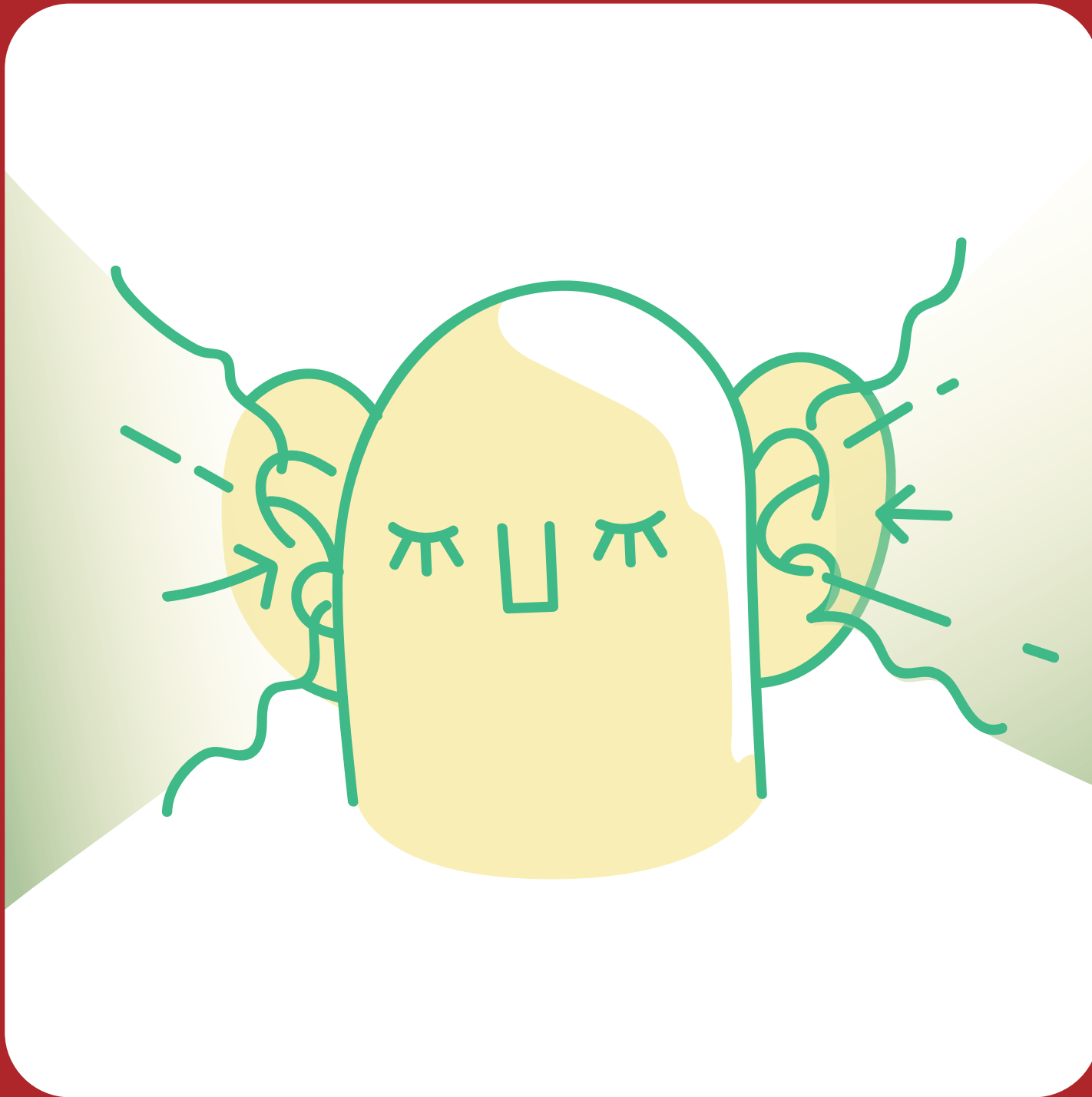
Use simple and common language in the conversation. Avoid jargons.

For example, “...that’s why you are kinda nervous and feeling low recently.” and NOT “...you might have suffered from depressive and anxiety disorders.”



Don't be shy. Be honest and open about your support to your friends.

You can tell them “No matter what happens and how hard it is going to be, I will be there for you.”



Just remember...

Sometimes, it is good enough to just listen to your friends.

Try not to give advice too soon or rush to solve the problems for them.



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