



Peer Listening is for **Everyone**

Be prepared to help your community after a disaster.

Learn to be a better listener so you can support your friends, family, and neighbors through the healing process.

What is Peer Listening?

Communicating our feelings to others is an important part of coping with, and healing from, any crisis situation. Peer listening is an active form of listening: *listeners use empathy and caring to reflect the thoughts and feelings of the speaker back to them.*

Learn peer listening skills in the **Peer Listener Training Manual**, as well as:

- The difference between natural disasters and human-caused disasters, and how the effects differ.
- How individuals can build better listening skills and provide support for their neighbors.
- Where to find additional help when needed.



Flip to learn
communication tips!

www.tinyurl.com/Peer-Listening-Skills

Communication Tips

- 1 Stop talking.** You can't listen while you are talking.
- 2 Get rid of distractions.** Avoid fiddling with things, such as your cell phone.
- 3 Tune in to the other person.** Try to understand their viewpoint, assumptions, needs, and how all three fit into their beliefs.
- 4 Concentrate on the message.** Listen to how they say what they say. The speaker's attitudes and emotional reactions may convey as much—or more—meaning than the words they use.
- 5 Paraphrase and ask for confirmation** about what you think the speaker means and wants.
- 6 Look at the other person.**
- 7 Avoid hasty judgment.** Hear the speaker out. Plan your response only after you have confirmed that you understand what the speaker is meaning.
- 8 Give the other person the benefit of the doubt.**
- 9 Leave your personal emotions aside.**
- 10 Share responsibility for communication.** When you don't understand, ask for clarification. Don't give up too soon or interrupt. Give the speaker time to express what they have to say.
- 11 Work at listening.** Hearing is passive; our nervous system does the work. Listening is active; it takes mental effort and attention. When you reply to the speaker, repeat some of what they told you using their words.