Image alt text for social media posts

Images available at [www.pwsrcac.org/peer-listening/](https://www.pwsrcac.org/peer-listening/)

# Social Media Post 1:  Peer Listening Communication Tips

### Image 1:

PEER LISTENING Communication Tips
www.tinyurl.com/Good-Listeners for more info

### Image 2:

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.

### Image 3:

1. 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.
2. Paraphrase and ask for confirmation about what you think the speaker means and wants.
3. Look at the other person.
4. Avoid hasty judgment. Hear the speaker out. Plan your response only after you have confirmed that you understand what the speaker is meaning.

### Image 4:

1. Give the other person the benefit of the doubt.
2. Leave your personal emotions aside.
3. 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.
4. 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.

### Image 5:

Learn more!
Educating yourself and sharing information with your community is one of the best steps you can take to prepare ahead of time.
For more resources, visit www.tinyurl.com/Good-Listeners

# Social Media Post 2: Common Response Styles

### Image 1:

PEER LISTENING Common Response Styles
As a peer listener, you play a specific role of support for another person— conversations are not as two-sided as typical social interactions tend to be.

Image 2:

Supporting and Reassuring Responses

* Demonstrate your concern and support
* Prompt speaker to continue or elaborate
* Validate a speaker's emotions
* Remain attentive
* Limit the number of questions you ask
* Allow for attentive silence

Be careful not to commit yourself or the speaker to any specific position or course of action that comes up during an emotional moment.

### Image 3:

Understanding and Paraphrasing Responses

* Paraphrase to seek clarification
* Reflect the speaker's ideas in a way that allows for revision
* Ask open-ended questions
* Demonstrate that you are trying to understand

This response style demonstrates engagement and offers the speaker a chance to clarify or reconsider.

### Image 4:

Recognizing and Interpreting Responses

* Acknowledge the impact of the disaster
* Recognize the importance and impact of feelings
* Acknowledge that feelings aren't rational
* Honor the needs that motivate the feelings
* Distinguish between feelings and behavior
* Allow the speaker time for self-reflection
* Cite specific observations

Avoid recognizing and interpreting responses altogether in the early stages of peer listening; instead, spend more time listening.

### Image 5:

Probing and Questioning Responses

* Empower the speaker to problem-solve
* Encourage thinking out loud
* Allow the speaker to explore multiple options
* Discuss available resources

Use this response style to help the speaker explore, but be careful not to advise.

### Image 6:

Evaluating and Advising Responses

Remember that your role as a peer listener is different from your role as
a friend or neighbor

You may need to use this response style if you are concerned for someone's safety

Avoid evaluating and advising responses altogether in the early stages of peer listening, and use only with extreme caution later on.

### Image 7:

Learn more!

Educating yourself and sharing information with your community is one of the best
steps you can take to prepare ahead of time.

For more resources, visit
[www.tinyurl.com/Good-Listeners](http://www.tinyurl.com/Good-Listeners)

# Social Media Post 3: Responses and Phrases to Avoid

### Image 1:

PEER LISTENING

Responses and Phrases to Avoid

With peer listening, some commonly used phrases are far less helpful in crisis situations than they appear on the surface.

### Image 2:

Responses and Phrases to Avoid

Don't use: “I know what you mean.”

Try instead: “It sounds like you've been feeling:, is that right?”

Why? While it’s a peer listener's role to empathize, it’s important to let the speaker have their own experience.

### Image 3:

Responses and Phrases to Avoid

Don't use: “Everything will be alright” or “It’s God’s plan.”

Try instead: “That sounds really hard. I'm glad you're sharing this with me.”

Why? These phrases can minimize real feelings and cause the speaker to feel shame for sharing them.

Image 4:

Responses and Phrases to Avoid

Don't use: “You should…”

Try instead: “What options do you see from here?”

Why? As a peer listener, your focus is to listen and empower, not direct or rescue.

### Image 5:

Responses and Phrases to Avoid

Don't use: “What were you thinking?” or “Why would you do that?”

Try instead: “You were under a lot of stress at that time.”

Why? Even if spoken in a warm and inviting tone, these phrases might sound like judgment.

### Image 6:

Responses and Phrases to Avoid

Don't use: “Calm down.”

Try instead: “This is a lot. Is there anything you'd like to focus on?”

Why? Telling someone in crisis to calm down rarely has the intended effect. A peer listener should offer a safe place for a speaker to explore their feelings.

### Image 7:

Learn more!

Educating yourself and sharing information with your community is one of the best steps you can take to prepare ahead of time.

For more resources, visit www.tinyurl.com/Good-Listeners