

Listening and Helping Skills: "An A to Z approach to helping your residents"

A: Alertness – both to what is spoken and what is not spoken

B: Be a listener - do as little talking as possible

C: Clarification – show when you understand and ask for clarity when you do not

D: Decision making – Help **THE STUDENT** actively explore alternatives

E: Empathy - exhibit appropriate responses to show empathy and concern

F: Follow-up - follow up to a student's request for information and meeting again

G: Genuineness - be yourself and express yourself when appropriate

H: Help - help the student focus on the real problems in a situation

I: Individuality - remember that all individuals differ in how they feel and perceive

J: Judgment - avoid judgmental responses of shock, surprise or humor

K: Keep interventions short - keep interventions **within an hour**, schedule a time to talk again

L: Limits - know when a problem is serious and a referral is needed

M: Maintain confidentiality - do not discuss a resident's problems with other residents

N: Never take notes - note taking is perceived as impersonal and pretentious, unless you intend to assure to follow up on a specific request for the student

O: Objectivity - remain objective and avoid letting biases interfere

P: Patience - be patient, let the student draw their own conclusions about how they feel

Q: Questioning - questioning should be open ended, exploratory, and only when necessary

R: Referral information- keep information available on campus counseling and support services for potential referrals

S: Sharing - share your reactions and feeling when appropriate

T: Trust – Maintain focus on the student and what they are feeling, avoid storytelling

U: Understanding - try to understand their feelings

V: aVoid - Avoid inappropriate reactions to surprising statements, do not overreact

W: Wisdom – Know when to refer

X: eXplore alternatives - Help you students examine all options and reach their own conclusions

Y: You are a student first - Define boundaries with your residents, express when it appropriate and not appropriate to discuss and explore non-crisis problems, schedule open door times when necessary

Z: analyZing - Avoid analyzing how a student feels, focus on the student's experience, how they feel and let them draw their own conclusions