

## **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