

Active Listening Skill: Encouragement

Encouragement: Verbal affirmations communicate that you’re listening and paying attention, offer reassurance that you want to hear their story, and can prompt someone to share and open up more.

<p>Encouragement is useful in different ways throughout the conversation with an individual seeking Lifeline support.</p>	
<p>Beginning: Encouragement at this phase reassures the individual in crisis that they have reached out to the right place and you want to listen to and support them.</p>	<ul style="list-style-type: none"> • “I’m glad you reached out to us today. What’s been going on for you?” • “I hear that you’ve been going through a lot, and you did the right thing in reaching out.” • “It can take a lot of strength to reach out. Please tell me what’s been going on for you?”
<p>Middle: Minimal encouragers at this phase reassure the individual that you are listening without interrupting their story.</p>	<ul style="list-style-type: none"> • “Mmmhmm,” “Uh-huh,” “Hmmm” • “Tell me more” • “Go on,” “Okay,” “I see” • “I’m listening”
<p>End: All individuals reaching out to the Lifeline should be reminded and encouraged to reach back to the Lifeline if wanted or needed.</p>	<ul style="list-style-type: none"> • “Please don’t hesitate to give us a call back at any time. We’re here 24/7/365.” • “I want you to know that the Lifeline is available 24/7/365. If you need or want to contact us again, please do.”

For information go to the training Essential Skills in Crisis Counseling: Listen. (9/20/23)

 <p>The 988 Suicide & Crisis Lifeline provides free and confidential emotional support and crisis counseling to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across the United States and territories.</p>	 <p>For 50 years, Vibrant Emotional Health has been at the forefront of promoting emotional wellbeing for all people. Vibrant administers the 988 Suicide & Crisis Lifeline, funded by SAMHSA, providing 24/7, free, and confidential support for people in emotional distress across the United States and territories.</p>	
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