



Listen



Empathise



Ask



Paraphrase



Summarise

A simple **five-step model** to help **calm and build trust** — fast.

L Listen.

A key component of the communication process is listening and is a fundamental skill in understanding a problem and being able to respond effectively.

E Empathise.

Be interested in the other persons situation and try not to pre-judge or disapprove because you might approach differently.

A Ask.

Using questions to get to the heart of the matter is important. This will demonstrate that you are concerned and interested in helping.

P Paraphrase.

Put the facts as you see them in your own words and repeat your understanding to confirm you have understood.

S Summarise.

Condensing the facts, being brief and decisive, may assist you taking the necessary action.

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training

