

# Compassionate Conversations

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**SWP**  
People

# “Take aways from today”

- What is a compassionate conversation
- Top ten tips to improve listening skills
- Self awareness time to reflect on our own listening skills
- Active listening
- Listening models
- Self care
- Brief overview of our Counselling and Trauma Service





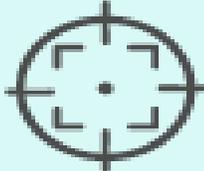
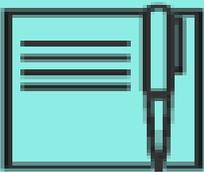
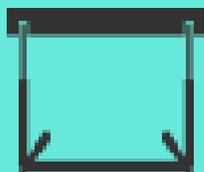
# What is a compassionate conversation?

*“Compassion is defined as the emotional response when we perceive someone else's suffering and involves an authentic desire to help”*

# The Art of Conversation



## Ten Tips to Improve YOUR Listening Skills

<p>Tip 1</p>  <p><b>Stay Focused</b></p>	<p>Tip 2</p>  <p><b>Detect Emotions</b></p>	<p>Tip 3</p>  <p><b>Ask Questions</b></p>	<p>Tip 4</p>  <p><b>Don't Interrupt</b></p>	<p>Tip 5</p>  <p><b>Don't Pre-Empt</b></p>
<p>Tip 6</p>  <p><b>Recap Key Facts</b></p>	<p>Tip 7</p>  <p><b>Pen and Paper at The Ready</b></p>	<p>Tip 8</p>  <p><b>Say it Again</b></p>	<p>Tip 9</p>  <p><b>Watch the Stereotypes</b></p>	<p>Tip 10</p>  <p><b>Be Aware of Listening Barriers</b></p>

# Self-awareness- which are your barriers to listening?



- We feel we have to provide help right away
- We think our view and opinion is right and the other persons isn't
- We prefer to talk rather than listen ... “If I was you..”
- We are waiting for gaps or pauses to jump in with our responses



# Self-awareness- which are your unhelpful thoughts when listening?

“ I don't know how to respond, I am out of my depth here ”

“ Others just need to pull themselves together”

“ I haven't got the solution to support this individual,  
therefore I am not good enough”

“ Others will judge my decisions, and think I am unsupportive,  
useless  
not good at my job ”



# Listening models

1. ***Competitive or combative listening***- this style of listening is when others want to push their own type of view or opinion on someone else. Pretending they are listening but actually failing to take in what the other person is saying.
2. ***Passive, attentive listening*** – genuine interest, with understanding of the other persons perspective, low level of responding at this stage simply engaging and listening.
3. ***Active, reflective listening*** – minimal encouragers, mmm , yes, I see, and reflecting back what the person is sharing.



# Self Care

- Exercise- nature's natural anti- depressant Balanced diet
- Retain a sense of perspective and sense of humour
- Build you own support network
- Focus energies on what you can control or influence
- Contact the counselling team for confidential counselling or on a consultancy basis



# Counselling and Trauma - how do we support?

- Counselling for domestic or work related problems - includes support on sick leave for physical and/or psychological health problems <https://forms.swp.police.int/forms/counselling-assessment-form/>
- Psychological defusing in the event of major critical incident call-out



# Counselling and Trauma - how do we support?

- Trauma Risk Management (TRiM) system following involvement in traumatic incidents
- Pro-active routine debriefing and support to individuals assigned to “high risk” roles e.g. FLO, PPU etc.
- Presentations and other forms of customised input on stress education, awareness and management

*Thank you  
for Listening!*

