

# L

## Listen

and validate concerns

**Look** at crisis / care plan and general options

# I

## Involve

and

**Inform** the service user and carer of the immediate options available

# S

## Shared

understanding achieved and **Safety** issues established

# T

## Time

be clear about your availability and be aware of your **Tone** of voice

# E

## Empathise

and

**Encourage** responsibility then **Evaluate** what has been agreed

# N

## Next

steps made clear and **Never** end the contact without a plan

LISTEN was developed by service users, carers and clinicians in East Suffolk, to help those who work with people in distress

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