Listening Zone Volunteer Guidelines

### The following are some guidelines regarding how to effectively run the Listening Zone booth:

* Let participants choose to come and sit down, do not approach them in order to offer free listening
* Simply offer engaged listening
* This is not a back and forth discussion or a place to give feedback or advice
* However, in order to move the sharing forward, it is ok to ask appropriate questions at the right moments
* At this time, we are suggesting **setting a time limit of around 15 minutes, to be communicated to the participant beforehand**
* However, volunteers have the option to extend the time limit at the end of 15 minutes if they feel it is the right call
* If possible, maintain some simple (and anonymous) notes as to what has been shared throughout your shift - this will allow us to get a better understanding of the issues that our community members face. Do not take notes during a listening session
* If you feel that they are crossing a line or making you uncomfortable, IT IS OK to set appropriate boundaries with the participant
* This may include redirecting, telling the participant that what they are saying is not appropriate, or ENDING THE SESSION, even if the 15-minute time limit has not been reached
* Have fun!

—--------------

* Active listening
  + Attend, reflect, explore
* If needed, ask open ended questions to help the participant share deeper
  + How did that situation make you feel?
  + Why was that important to you?
* Other questions that may be helpful:
  + What brought you here today?
  + What is on your mind today?
  + How are you feeling today?
  + What has been challenging you lately?
  + What is something that has made you happy lately?