

## How to be a good listener if someone is upset

Do you know how to listen to your friends if they have problems? In this video, find out what you can do to help your friends and be a good listener.

### Tasks

Do the preparation task first. Then watch the video and do the exercises.

### Preparation task

Match the definitions (a–h) with the vocabulary (1–8).

#### Vocabulary

1. .... to confide in someone
2. .... to keep an eye on someone
3. .... mental health
4. .... to judge someone
5. .... a habit
6. .... to reassure someone
7. .... a counsellor
8. .... issues

#### Definition

- a. to watch someone to make sure they aren't in trouble
- b. the condition of a person's mind
- c. a particular way of acting that you do regularly
- d. to share your feelings with someone, because you trust them
- e. someone whose job is to listen to people and give them advice
- f. problems or difficulties
- g. to express an opinion about someone's behaviour
- h. to comfort someone and stop them worrying

### Task 1

Are the sentences true or false?

	<b>Answer</b>	
1. It's always easy to see when someone has a mental health problem.	True	False
2. If your friend's habits or behaviour change over a period of time, it's possible that they're having difficulties.	True	False
3. Chris and Xand often tell each other about their problems.	True	False
4. Caroline's job is to help students who have difficulties.	True	False
5. Xand says that he's sleeping too much.	True	False
6. Xand feels better knowing that other people have worse problems than him.	True	False
7. Caroline tells Chris that he needs to find an answer to each of Xand's problems.	True	False
8. Caroline says it's a good idea to talk to someone who is not part of the situation.	True	False

**Task 2**

Put the words and phrases in order to make sentences.

1. your friend or sleeping not at all? all the time Is
2. too much. be eating enough might not or maybe Your friend eating they're
3. There tone messages a change of might be in their or posts.
4. and behaviour a sign Changes in isn't right. that something can be habits
5. best The to them. can do to talk is to help thing you
6. to give listen jump advice. and don't Just to your friend
7. judge, just reassure you're your friend Don't them. there for
8. help from Get an adult like a counsellor. trust, you

**Discussion**

What do you do to help your friends?

## Answers

### Preparation task

1. d
2. a
3. b
4. g
5. c
6. h
7. e
8. f

### Task 1

1. False
2. True
3. True
4. True
5. False
6. False
7. False
8. True

### Task 2

1. Is your friend sleeping all the time or not at all?
2. Your friend might not be eating enough or maybe they're eating too much.
3. There might be a change of tone in their messages or posts.
4. Changes in habits and behaviour can be a sign that something isn't right.
5. The best thing you can do to help is to talk to them.
6. Just listen to your friend and don't jump to give advice.
7. Don't judge, just reassure your friend you're there for them.
8. Get help from an adult you trust, like a counsellor.