

Journaling tips

Ask a friend, family member or colleague to talk about something on their mind.

Try to put yourself in their situation and really empathize with them.

Practice your active listening skills and maintaining eye contact throughout the interaction.

What did you observe about this person's feelings? _____

What did you observe about how you would feel if you were in their position? _____

Did you offer advice, comfort or did you fix their problem yourself? _____

Pro tip

When someone is discussing a problem with you, it's important to know if they want you to be a blanket (comfort), a sword (fix), or a telephone (listen).