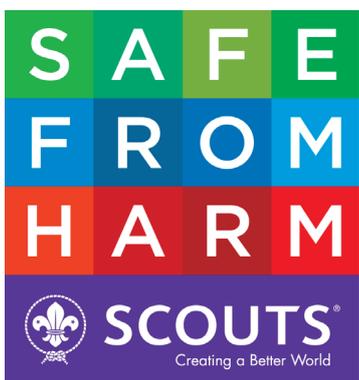


# STADI

## STEPS TO DIALOGUE INQUIRY



# SIX STEPS FOR DIALOGUE INQUIRY AND ACTIVE LISTENING

- 1. Find a place where you can talk undisturbed**

If someone starts to tell you about his or her situation or a specific event, try to find a place where you can talk undisturbed. It should be a place apart from other people, but where you are visible to at least one other adult and the other adult is visible to you. This is to ensure your own protection from a possible accusation of abuse. You may not know right away what to do or how to act. Try to stay calm during the conversation.
- 2. Make the time to listen and talk**

When a person talks to you in confidence it means that they have faith in you and feel safe. Therefore, it is important that you listen to what they say. Do not betray their trust. In short, you must take it seriously. It is part of your role as a leader to act when necessary. When a young person decides to tell someone what he or she has experienced, it might be part of a long process. This may be the first time they have dared to tell anyone. It is important that you listen!
- 3. Decide the next step**

Before you part with the person, you need to decide if this talk was enough. More likely you should forward this information to others such as a responsible person in an NSO.
- 4. Confirm and be positive**

It is important that you make an effort to try to understand the situation that the Scout describes. Repeat or rephrase what the person has said to check if you have understood and ask: "Have I understood you correctly?"
- 5. Don't make any promises or solutions**

Do not promise to keep quiet, or that the situation will soon be solved. But you can say you will try to help. Never promise that you will keep quiet since you do not know what they are going to tell you. You may have to break your promise and the person may already lack trust in adults.
- 6. Remember what the person says**

Listen attentively and try to remember the words that the Scout uses to describe the situation. After the conversation, it is important that you write down what you heard, using the actual wording as much as possible. This is a record that you can use later if necessary. Treat the information as confidential, sharing it only with the relevant people.

# NOTES

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