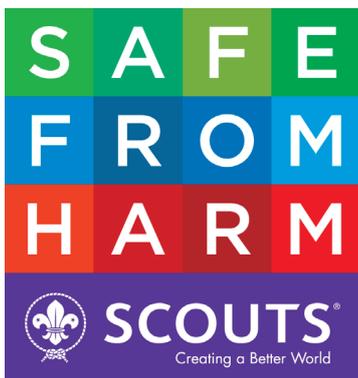




LISTENING EAR – HELP SHEET



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The Listening Ear's role is to guide and support a Scout in need whether the Scout is faced with a risk of harm or experiencing discomfort at the event. Listening Ears offer a welcoming, safe, non-threatening, non-judgmental environment for Scouts to seek help proactively on behalf of themselves or others. In addition to this, as the first point of contact, a Listening Ear supports the mental and emotional wellbeing of all event participants, regardless of their age or professional role.

The role of Listening Ears is not to 'solve' a Scout's problem but to work together to find a pathway towards a resolution for the Scout's discomfort or concern. We do this by identifying, processing, listening, discussing, brainstorming, guiding, and sometimes even escalating the issue when appropriate.

It is also important to remind ourselves that a Listening Ear does not operate as professional counselors. This is why when confronted with the most serious cases, it is essential to notify our Listening Ear station lead and Safe from Harm team lead to ensure that the Scout receives the necessary care from our Safe From Harm structures.

Refresh your knowledge

- Listening Ear E-learning
- [Do's & Don'ts](#) as a Listening Ear
- Listening Ear model

Listening Ear Model

The S.C.O.U.T. model fulfills two needs:

- Get the conversation going (this is done in S.C. step)
- Gather enough information to determine the next steps (this is done in O.U.T. step)



S

SHELTER

A Listening Ear station is a safe, secure sanctuary in which all scout event participants are welcome...to unwind and, if necessary, unburden themselves of any emotional discomfort or other concerns.

C

COMMUNICATION

Invite and encourage the participant to speak freely about anything that is on their mind. Listening Ear staff will listen with genuine interest, empathy, and unconditional acceptance without judgment. All conversations will reflect reasonable cultural sensitivity and respect.

O

OBSERVATION

Be vigilant for indications of distress as it relates to emotional, physical, or spiritual matters. Pay attention to how the participant is interacting with other people and focus on what the participant is saying. Do not be afraid to inquire about different aspects of their day (e.g., sleep, appetite, energy, interest level, etc.) and the participant's current state of mind.

U

UNDERSTAND

Strive to obtain a reasonable comprehension of the participant's statements by clarifying, paraphrasing, and confirming what has been shared and, when possible, the underlying feelings.

T

TRIAGE

Obtain a reasonable understanding of the participant's concerns and identify any evidence of distress or other difficulty. Then determine whether the participant requires services beyond what Listening Ear can provide.

Reporting

During an event, you can contact your Listening Ear Lead directly for support or use the Safe from Harm email to escalate a case.

Watch this [1-minute video](#) on how to report a Safe from Harm situation, and learn more about WOSM's Safe from Harm practices in [this video](#).



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