

CLEAR Whole Person Care® Education – Level 1

LISTEN film reflection

LISTEN Content reflection

1. What does it mean to be fully present in a sacred time of sharing? (*choose all that apply*):
 - Show ability to listen without interrupting
 - Be fully present and listen with the whole being
 - Listen with openness and respect
 - Give appropriate verbal and non-verbal feedback
 - Multitask to exhibit efficiency
2. Listening is a time of sharing because (*choose all that apply*):
 - The listener shares time, energy and presence
 - The listener will respond well if they listen well
 - A listener can “share” without saying a word
3. Scenario: Emily is 23 years old and is afraid of her upcoming appendectomy. During rounds the nurses and physicians explain the upcoming surgery and then assure her that they expect a good outcome while completing the paperwork.
“I had a great aunt that died during surgery,” she states.
One of the team present assures, “This is a fairly simple surgery and nothing like the one your aunt had.”
“Good!” Emily responds.

After reading the above scenario, please check the items below that indicate what the team **DID NOT DO** in the encounter (*choose all that apply*):

- Listened for one minute without interrupting
 - Refrained from multitasking for one minute and then explained if multitasking was needed (charting, procedure, etc.)
 - Paid attention with an open and curious mind to present-moment experiences without “checking out”
 - Acknowledged hints regarding needs, concerns and emotions
 - Treated the time as “sacred” (unique and valuable)
 - Created a safe place for conversation (treated information with respect)
 - Verbalized understanding of what was heard
 - Correctly estimated time needed
 - Exhibited openness to needs, concerns and emotions
4. The *outcome* of listening well to others according to the CLEAR WPC® model is to “Develop _____”
 - Teamwork
 - Responsibility
 - Understanding
 - Accountability
 5. *Creating a safe place for conversation* (skill) can increase one’s capacity for *respect* (value) (*true or false*).
 - True
 - False
 6. Having *respect* (value) for others will increase one’s capacity for *creating a safe place for conversation* (skill) (*true or false*).
 - True
 - False

FOR MORE INFORMATION, CONTACT:

Center for Spiritual Life and Wholeness, Loma Linda University Health
wholeness@llu.edu | (909) 558-7786 | llu.edu/wholeness

LISTEN Personal reflection

7. The idea of listening for one minute without interrupting makes me feel:

- | | |
|----------------------------------|--------------------------------------|
| <input type="checkbox"/> Mad | <input type="checkbox"/> Afraid |
| <input type="checkbox"/> Bored | <input type="checkbox"/> Comfortable |
| <input type="checkbox"/> Anxious | <input type="checkbox"/> Other: |

8. I listen well to others.

- | | | | | |
|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|
| Strongly Disagree | Disagree | Neither Disagree nor Agree | Agree | Strongly Agree |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

9. I could improve my ability to listen to others by the following (*choose all that apply*):

- Listen for one minute without interrupting
- Refrain from multitasking for one minute and then explain if multitasking is needed (charting, procedure, etc.)
- Pay attention with an open and curious mind to present-moment experiences without “checking out”
- Acknowledge hints regarding needs, concerns and emotions
- Treat the time as “sacred” (unique and valuable)
- Create a safe place for conversation (treat information with respect)
- Repeat what is heard and correctly label emotions
- Verbalize understanding of what is heard

10. I often get bored when others are talking.

- | | | | | |
|--------------------------|--------------------------|----------------------------|--------------------------|--------------------------|
| Strongly Disagree | Disagree | Neither Disagree nor Agree | Agree | Strongly Agree |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

11. I think listening is sacred because (*choose all that apply*):

- People express from the depths of their hearts
- Listening does not require trust between people
- Listening gives hope that someone cares

12. What keeps me from being fully present is (*choose all that apply*):

- I can't stop myself from talking
- I don't know how to set boundaries
- I have too much going on
- Other

FOR MORE INFORMATION, CONTACT:

Center for Spiritual Life and Wholeness, Loma Linda University Health
wholeness@llu.edu | (909) 558-7786 | llu.edu/wholeness