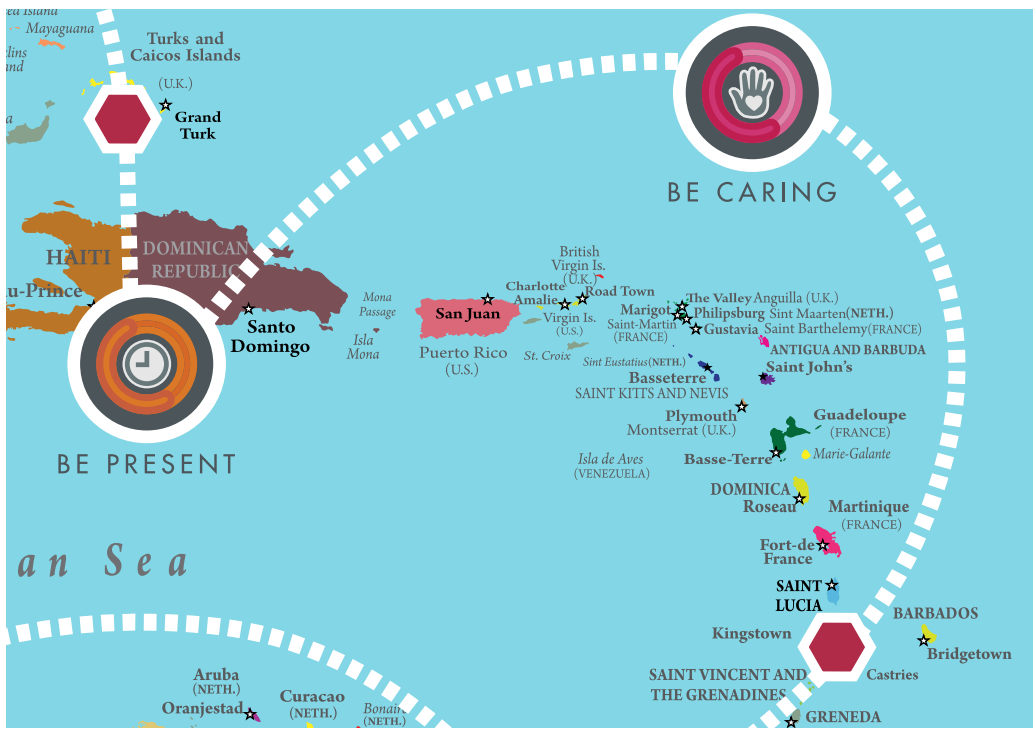


# Be a BEACON

## Facilitator Guide



T  
W  
O



Port of Call



TWO

Mindfulness

EXCURSION

10 MINUTES

Active  
Listening

EXCURSION

20 MINUTES

Be Caring

EXCURSION

25 MINUTES

## HELP! LIFESAVER LINE

If you need assistance with this Port of Call, please email your question to:  
[BeABeacon@beaconhealthsystem.org](mailto:BeABeacon@beaconhealthsystem.org)

or call the Exceptional Experience Consultants:

**Lori Allen 574.647.4131**

**Dawn McCaskill 574.647.7296**





## Overview

### Introduction

This Port of Call provides an opportunity for associates to share new learning and practice techniques from two of the courses in Be a Beacon: "Be Present" and "Be Caring."

This Port of Call contains three timed excursions:

Excursion 1: 10 minutes  
Excursion 2: 20 minutes  
Excursion 3: 25 minutes

You can choose to facilitate them all at once, or pick whatever you can work into a standing meeting and go for it. It's up to you!

### "Be Present" Overview

In "Be Present," associates learn how being present in the moment promotes intentional human connections with others.

Associates who complete "Be Present" are able to:

- Explain the importance of mindfulness, along with anticipated results and benefits.
- List three techniques which help individuals connect with others to be present in the moment.
- List behaviors that communicate a lack of attentiveness.
- Demonstrate active listening.

### "Be Caring" Overview

In "Be Caring," associates learn to see things from another person's perspective, and use that viewpoint to adopt the caring behaviors necessary to meet others' needs.

Associates who complete "Be Caring" are able to:

- Define empathy.
- Define compassion.
- Describe the role of empathy and compassion in creating a caring relationship.
- Identify routine moments where caring behaviors can be incorporated.
- Demonstrate effective caring behaviors.
- Communicate the moments you are creating to others.

## 5 MINUTES

## Welcome

TOPIC	Script/Facilitation Prompts
<b>Welcome</b>	<i>Welcome the team and share your excitement for the Be a Beacon learning experience.</i>
<b>What We'll Cover</b>	<p>Note: You only need to introduce the excursions you plan to cover today.</p> <p>Be Present: (two excursions)</p> <p>Mindfulness Excursion: Today we're going to explore how to be present through mindfulness.</p> <p>Active Listening Excursion: Today we're going to explore how to be present through active listening.</p> <p>Be Caring: (one excursion) Today, we are going to talk about how we can be caring by infusing empathy into our interactions.</p>
<b>Guidelines</b>	So, let's have great participation, strong support for each other and some fun!
<b>Conversation Starter</b>	<p>Abraham Lincoln is known to have said: "Give me six hours to chop down a tree and I will spend the first four sharpening the axe."</p> <p><b>Ask:</b></p> <ul style="list-style-type: none"><li>• What do you think that means? <i>Give time to participants to answer this question.</i></li></ul> <p>Many times we learn a new skill or tool, but we often get caught up in the tasks and pressures of our work and we forget to take time to reflect upon or practice what we just learned. By practicing, you will become more aware of how you can apply your new knowledge and make it a habit!</p>

TOPIC	Script/Facilitation Prompts
<b>Introduction</b>	<p>In the online course “Be Present,” you learned a bit about mindfulness – being aware of the moment you are in and tuning into others. Today we’re going to explore how to be present through mindfulness.</p>
<b>How Mindful Are You?</b>	<p><b>Facilitator note: Provide each participant with a copy of the “How Mindful Are You” handout and a pen.</b></p> <p>Let’s explore how you have put into action some of the mindfulness techniques you have learned. I’d like you to rate how often you use specific techniques.</p> <p>Your responses are private – this is an activity to help you see where you’re doing well and where you might grow.</p> <p>Think about how you prepare to interact with your patients, colleagues or others.</p> <p>Circle the best response to indicate how often you use each technique from “Be Present.” <i>Read statements aloud and allow time for answer.</i></p> <ul style="list-style-type: none"> <li>• I take slow, deep breaths as I prepare myself to be in the moment.</li> <li>• I am aware of my emotional state.</li> <li>• I shift my focus from how I feel to how I want to feel.</li> <li>• I consciously make note of the external environment – background noise, lighting, potential distractions – just before centering myself for a conversation.</li> <li>• I am aware when my mind starts to drift and pull my focus back to the conversation.</li> </ul>
<b>Debrief and Reflect</b>	<p>Debrief by asking:</p> <ul style="list-style-type: none"> <li>• How did it feel to take a moment to evaluate your mindfulness techniques?</li> <li>• What may be challenging as you start to apply your new skills?</li> <li>• Was there anything that surprised you?</li> </ul>
<b>Encourage Your Associates</b>	<p>Use your responses to help inform you on what you could be practicing to get better with being present in the moment with your patients, customers and each other.</p>
<b>Close</b>	<p>Great work today – I’m excited about the commitments we are making to be present in the moment with our patients, customers and each other!</p>



## How Mindful Are You?

Think about how you prepare to interact with your patients, colleagues or others. Circle the best response to indicate how often you use each technique from "Be Present."

1. I take slow, deep breaths as I prepare myself to be in the moment.
  - a. often
  - b. sometimes
  - c. rarely
2. I am aware of my emotional state.
  - a. often
  - b. sometimes
  - c. rarely
3. I shift my focus from how I feel to how I want to feel.
  - a. often
  - b. sometimes
  - c. rarely
4. I consciously make note of the external environment – background noise, lighting, potential distractions – just before centering myself for a conversation.
  - a. often
  - b. sometimes
  - c. rarely
5. I am aware when my mind starts to drift and pull my focus back to the conversation.
  - a. often
  - b. sometimes
  - c. rarely

TOPIC	Script/Facilitation Prompts
<b>Introduction</b>	<p><b>Note:</b> <i>If you choose to do the Active Listening Excursion right after the Mindfulness Excursion, use the following script to transition into active listening:</i></p> <p>Now that we have thought about how being mindful can make others feel like you are present in the moment with them, this is the perfect time to practice active listening.</p> <p><b><i>If you are doing this excursion as a stand-alone, open with the following:</i></b></p> <p>In the online course “Be Present,” you learned about mindfulness and active listening. In our last excursion, we did an exercise to help us better understand mindfulness. In this excursion, we are going to learn more about active listening and how it contributes to our ability to be present in the moment with others.</p> <p><i>Write active listening steps on a whiteboard or flipchart (if available) or refer associates to the “Be Present” tip sheet.</i></p> <p>If you recall, active listening consists of the following steps:</p> <ul style="list-style-type: none"> <li>• Prepare yourself.</li> <li>• Listen.</li> <li>• Check in.</li> </ul>
<b>Prepare Yourself</b>	<p><i>You will guide associates through preparing themselves for active listening by starting with paying attention to their body language. The tone should be light and fun.</i></p> <p><i>Start by selecting a partner for yourself to model the exercise.</i></p> <p>Please pair up with someone for this exercise.</p> <p>Ask pairs to sit facing each other and read aloud the instructions below:</p> <ul style="list-style-type: none"> <li>o Take a deep breath and focus fully on the present moment.</li> <li>o Uncross your legs.</li> <li>o Relax your arms, placing your hands comfortably in your lap.</li> <li>o Lean in, mentally connect your heart to theirs, and make eye contact.</li> <li>o Tune in with all of your senses. You are more able to put yourself in the other person’s shoes.</li> </ul> <p><i>Tell pairs:</i> Take notice if you become distracted – it happens! There is a lot competing for our attention. Simply take a deep breath and refocus your attention and caring to the person in front of you.</p>



# Active Listening, continued

TOPIC	Script/Facilitation Prompts
<p><b>Listen</b></p>	<p>Now you are ready to practice active listening! But first, let me demonstrate with my partner.</p> <p><i>Model with your partner for the group prior to asking pairs to practice. The facilitator models the active listening behaviors; the partner is sharing a story about something that happened yesterday. (Hint: Write the behaviors below on a flipchart or whiteboard.)</i></p> <ul style="list-style-type: none"> <li>• Acknowledge what you hear.</li> <li>• Verbally encourage speaker to continue.</li> <li>• Actively respond to questions/concerns.</li> <li>• Let the conversation run its course.</li> </ul> <p>Now, it's your turn. Decide who is listening and who is sharing. Don't worry – you will both get to practice active listening.</p> <p>Get back into the active listening body language position we just practiced.</p> <p><i>Say to those who will share first:</i> Think of something that happened yesterday and tell the story to your partner.</p> <p><i>Say to the listeners:</i></p> <ul style="list-style-type: none"> <li>• Silently check in with yourself.             <ul style="list-style-type: none"> <li>○ How are you feeling right now?</li> <li>○ How do you want to be feeling as you listen to your partner?</li> </ul> </li> <li>• Listeners remember to:             <ul style="list-style-type: none"> <li>○ Acknowledge what you hear.</li> <li>○ Verbally encourage sharing.</li> <li>○ Actively respond to questions or concerns.</li> <li>○ Let the conversation run its course.</li> </ul> </li> </ul> <p>Take two minutes to share, and then switch.</p> <p><i>Walk around the room. As you overhear the conversations, highlight great active listening behaviors.</i></p>
<p><b>Check In</b></p>	<p><i>Ask for a volunteer "listener" to share what he or she heard, and then ask his/her partner how well they feel understood. Highlight listeners who acknowledged not just the facts but how the partner felt.</i></p> <p><i>Repeat with one or two more pairs, highlighting the benefit of checking in – either getting confirmation or finding out more active listening is needed.</i></p>
<p><b>Close</b></p>	<p>Nice work – thank you so much for practicing that with me. We have so many opportunities to continue to build this skill – (with our patients/others) and each other.</p>

TOPIC	Script/Facilitation Prompts
Introduction	<p>In “Be Caring” you learned about the importance of empathy– seeing the world through another’s eyes. Today, we are going to talk about how we can be caring by infusing empathy into our interactions.</p> <p><b>Ask:</b></p> <ul style="list-style-type: none"> <li>• Do you remember watching the Olivet Middle School video in Be Caring? Did you have to use your tissue?</li> </ul> <p>Once we are able to put ourselves in another person’s shoes, it is easier for us to reach out in ways that are most meaningful to them.</p> <p>A really important part of compassion is supporting another person in a way that matters to them, not just in a way that we would like to be supported.</p> <p>In the online course, you saw examples of other Beacon associates demonstrating compassion and the powerful impact it can have.</p>
Demonstrating Empathy	<p><b>Facilitator Note: Provide each participant with a copy of the “Demonstrating Empathy” handout and a pen.</b></p> <p>Just as we did with mindfulness, let’s check in with ourselves to see how we are doing when it comes to demonstrating empathy.</p> <p>Your responses are private – this is an activity to help you see where you’re doing well and where you might grow.</p> <p>Think about your interactions with your patients, colleagues or others.</p> <p>Circle the best response to indicate how often you use each technique from “Be Caring.” <i>Read statements aloud and allow time for answer.</i></p> <ul style="list-style-type: none"> <li>• I recognize when I am attaching a label to someone and let go of that label, focusing on them as the unique person they are.</li> <li>• I acknowledge the emotions the other person is feeling first.</li> <li>• I use the phrase “I understand” when someone shares with me.</li> <li>• I restate what I’ve heard by saying “What I hear you saying is...” or a similar phrase.</li> <li>• I offer reassurance by saying “I will do my best” or “What I can do right now is...”</li> </ul>
Debrief and Reflect	<p><b>Debrief by asking:</b></p> <ul style="list-style-type: none"> <li>• How did it feel to take a moment to think about how you interact with others?</li> <li>• What may be challenging as you start to apply your new skills?</li> <li>• Was there anything that surprised you?</li> </ul>



## Demonstrating Empathy

Think about your interactions with your patients, colleagues or others.  
Circle the best response to indicate how often you use each technique from  
“Be Caring.”

1. I recognize when I am attaching a label to someone and consciously let go of that label and focus on them as the unique person they are.
  - a. often
  - b. sometimes
  - c. rarely
2. I acknowledge the emotions the other person is feeling first.
  - a. often
  - b. sometimes
  - c. rarely
3. I use the phrase “I understand” when someone shares with me.
  - a. often
  - b. sometimes
  - c. rarely
4. I restate what I’ve heard by saying “What I hear you saying is...” or a similar phrase.
  - a. often
  - b. sometimes
  - c. rarely
5. I offer reassurance by saying “I will do my best” or “What I can do right now is...”
  - a. often
  - b. sometimes
  - c. rarely

# Be Caring, continued

TOPIC	Script/Facilitation Prompts
<b>Encourage Your Associates</b>	Use your responses to help inform you on what you could be practicing to get better with being present in the moment with your patients and customers.
<b>Compassionate Behaviors</b>	<p>Compassionate behaviors are one way we show empathy – we recognize the feelings of those around us and reach out to demonstrate that we see through their eyes.</p> <p><i>Explore compassionate behaviors using the following discussion prompts:</i></p> <ul style="list-style-type: none"> <li>• Tell me about a time someone demonstrated compassion toward you.</li> <li>• Tell me about a time you noticed a colleague demonstrating compassion to a patient/customer/co-worker.</li> <li>• What might our patients/customers be experiencing emotionally? <ul style="list-style-type: none"> <li>◦ Possible responses: <ul style="list-style-type: none"> <li>• <i>Uncertainty</i></li> <li>• <i>Fear</i></li> </ul> </li> </ul> </li> <li>• What compassionate behaviors can we demonstrate to ease their paths? <ul style="list-style-type: none"> <li>◦ Possible responses: <ul style="list-style-type: none"> <li>• Let go of labeling the patient/customer.</li> <li>• Show that you have noticed the situation from the other person's point of view.</li> <li>• Respond to them in a meaningful and relevant way.</li> <li>• Use phrases that help you express empathy.</li> <li>• Provide a smooth handoff from one caregiver to another.</li> </ul> </li> </ul> </li> </ul>
<b>Follow-Up</b>	<p><b>Ask:</b></p> <ul style="list-style-type: none"> <li>• What benefits can be anticipated when you show empathy and compassion? <ul style="list-style-type: none"> <li>◦ Possible responses: <ul style="list-style-type: none"> <li>• Others feel understood.</li> <li>• Their anxiety decreases.</li> <li>• They become more engaged.</li> <li>• They are more likely to have positive outcomes.</li> <li>• They are more positive about their experience.</li> <li>• Building better relationships with others cause you to feel more satisfied with your work.</li> </ul> </li> </ul> </li> </ul>

## 2 MINUTES

## Close Session

TOPIC	Script/Facilitation Prompts
<b>What's Next</b>	<p>Great job! I encourage you to find ways to demonstrate empathy as you go about your day.</p> <p>Our next courses are:</p> <ul style="list-style-type: none"><li>• "Be Healing."</li><li>• "Be Purposeful."</li><li>• "Be Exceptional."</li></ul>
<b>Close</b>	<p>Have a great rest of the (day/night)!</p>







# BE PRESENT

BE WELL. BE HAPPY. BE A BEACON.

## Tip Sheet

### TOPIC 1

## MINDFULNESS

### KEY POINTS

- More than what you do, patients remember how you make them feel.
- When you practice mindfulness, you notice subtle cues and adjust accordingly.
- When others feel your mindfulness, they share more and become more engaged.
- Mindfulness increases your own well-being.



### TAKEAWAY

Practicing mindfulness can benefit both you and the patient.

### TOPIC 2

## ATTENTIVENESS

### THREE TECHNIQUES FOR BEING PRESENT:

#### 1. CENTER

- Close your eyes.
- Notice the environment – sounds, your feelings.
- As your thoughts drift, catch them and reel them back to the present.

#### 2. REFRAKE

- Think of one word to describe exactly how you are feeling right now.
- Think of another word or phrase that describes how you want to feel.

#### 3. REPOSITION

- Uncross your legs.
- Relax your arms.
- Rest your hands comfortably on your knees or at your side.
- If listening to another person, lean in and mentally connect your heart with his or her heart.

### TIP

Try yoga or tai chi, which combine stillness with breathing.

### TAKEAWAY

Notice what your body is saying.

### TOPIC 3

## ACTIVE LISTENING

### ACTIVE LISTENING MODEL

#### PREPARE

- Acknowledge your own emotions.
- Check your body language.

#### LISTEN

- Acknowledge what you hear.
- Verbally encourage speaker to continue.
- Actively respond to questions or concerns.
- Let the conversation run its course.

#### CHECK IN

- Restate key points.
- Thank the speaker for sharing.
- If needed, ask questions in a positive, non-threatening way.



### TAKEAWAY

Be present with active listening.



# BE CARING

BE WELL. BE HAPPY. BE A BEACON.

## Tip Sheet

### TOPIC 1

## EMPATHY

Empathy is the ability to understand and to share the feelings of others.

### TIPS

- Focus on the person, not the diagnosis or behavior.
- Express verbally:
  - ~ I understand...
  - ~ I will do my best.
  - ~ What I hear you saying...
  - ~ What I can do for you right now is...



### TAKEAWAY

See the world through someone else's eyes.

### TOPIC 2

## COMPASSION

Show you notice from another's point of view AND provide a meaningful and relevant response.

### TIPS

- Start with empathy.
- Take action that is personally meaningful for the other person.
- Let the other person know what you are doing and why.



### TAKEAWAY

Compassion creates meaningful moments.

### TOPIC 3

## HAND-OFFS

A good hand-off positions the next caregiver in line to succeed.

### TIPS

- Overexplain everything.
- Tell the patient what you are writing about them.
- Support and encourage the team.
- Manage up.
- Prepare the patient.
- Engage the patient.
- Say something about the patient's perspective, or what you've learned that is important to them.



### TAKEAWAY

Empathy, compassion and meaningful moments create an exceptional experience.

