



PARTNER Huddle Series

THIS WEEK'S
Huddle Topic

Compassionate Care Starts with Active Listening

Activity



PREPARATION TIPS
Read through the Huddle
before facilitating.



**VIDEO COMPETITION
OPPORTUNITY**

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1. **Say:** "We have been talking about the importance of Compassionate Care. Compassionate Care is about being a best friend – creating friendships through empathy, respect, support, trust, and humor. Empathy is sensing how others are feeling by listening actively. This exercise will focus on the value of Active Listening."
2. **Say:** "This is a game called 'Simon Says.' You should try to do only what 'Simon Says' - and if I ask you to do anything else you should disregard it. For example, if I say, 'Simon Says raise your right hand,' you should raise your right hand. If I say, 'Raise your right hand' you should do nothing." So, only follow the directions if the request begins with 'Simon says'. If I don't say 'Simon says' first then you should not follow the direction!" (Note: Try to mislead the group by omitting and then using 'Simon Says' and speaking quickly).
3. **Say:** "Simon says move one step to the left. Now move one step to the right. Simon says move one step to the right. Raise your right hand. Simon says raise your left hand. Take a step forward. Simon says raise your left foot. Raise your right foot. Give yourself a pat on the back. Simon says give yourself a pat on the back." **Ask:** "What is the value of Active Listening? How would Active Listening help you be more empathetic to residents and partners?"

Huddle Content

Here are three steps to Active Listening success:

1. Choose a setting that eliminates interruptions or noise.
2. Use supportive body language, maintain eye contact, ask: "Hey, are you OK?" or "You look like you're worried about something. What's going on?" Then listen to what is said. Allow pauses and silence.
3. Ask follow-up questions. Use open-ended questions like: "What can we do to improve this?"

Culture Connection

One of our core values is *I respect for each person in the organization*.
How does Active Listening show respect for others?

We Need Your Feedback!

Partner Spot Survey **What you think matters to us! May 22 to June 2**
Scan QR code now and complete this survey.

Quote

To say that a person feels listened to means a lot more than just their ideas get heard. It's a sign of respect. It makes people feel valued."— *Deborah Tannen, Georgetown University*

WOW Moment

Who has a WOW moment to share? **Reminder-**Wow's come in small, medium, and large sizes!



This QR code will take you to the
Partner Spot Survey.

