

## PFE Values Formation Modules: Facilitator Guides

### Overview of the Modules

- All reflection resources, flyer and facilitator guide available on main PFE Page: <https://www.ascensionmission.org/pages/pfe-resources>
- [Pre Survey](#) to be completed by all participants *prior* to the first module and [Post Survey](#) to be completed by all participants after the third module to measure (make a copy of each for your market):
  - Change in PFE scores
  - Intermediary measure: change in survey scores (pre/post)
  - Intermediary: comparison of associate engagement scores
- Reflections based on stories from our patients and their families
- Designed to be explored both individually and in community
- Can be adapted for group reflections, huddles, rounding and team retreats
- For a more immersive experience each module links to a more in-depth course

**Question 1: What gives you energy in your work?** ([reflection link](#))

**Question 2: What do you wish you had more time to do?** ([reflection link](#))

**Question 3: What is a time when you helped someone and your compassion was returned to you?** ([reflection link](#))

### Facilitator Notes:

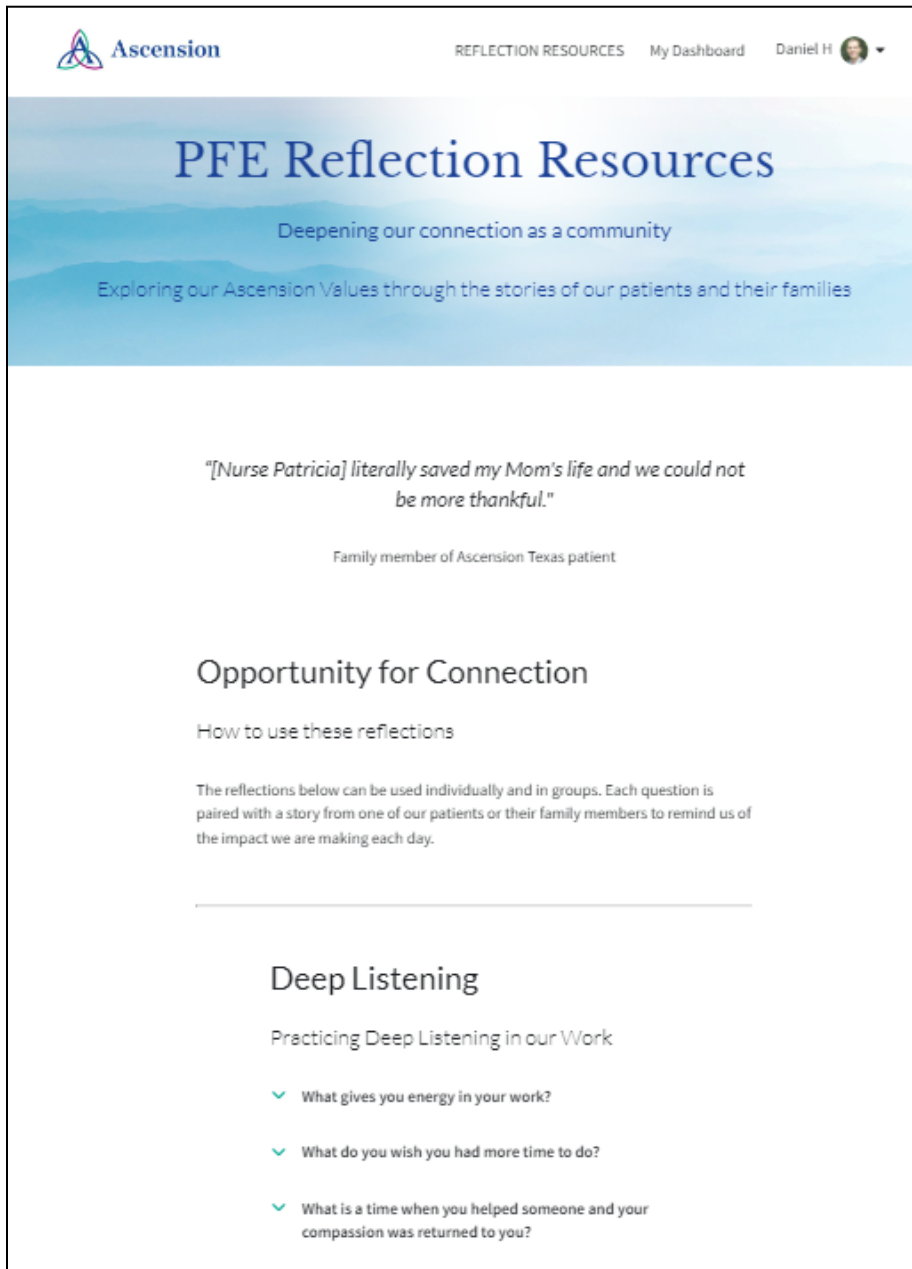
- The stories included are from Ascension associates and their families.
- These resources are provided to benefit leaders and associates, and serve as a reminder of the many ways you serve our shared Mission each day.
- This facilitator guide offers suggestions and formats but feel free to adapt to fit your needs and the needs of your team
- All web pages are accessible without a login and are optimized for smartphones and tablets

PFE Reflection Resources: <https://www.ascensionmission.org/pages/pfe-resources>



## Main PFE Reflection Resources Page

This is the page the QR code links to ([link](https://www.ascensionmission.org/pages/pfe-resources))



Ascension

REFLECTION RESOURCES My Dashboard Daniel H

# PFE Reflection Resources

Deepening our connection as a community

Exploring our Ascension Values through the stories of our patients and their families

*"[Nurse Patricia] literally saved my Mom's life and we could not be more thankful."*

Family member of Ascension Texas patient

## Opportunity for Connection

How to use these reflections

The reflections below can be used individually and in groups. Each question is paired with a story from one of our patients or their family members to remind us of the impact we are making each day.

## Deep Listening

Practicing Deep Listening in our Work

- ✓ What gives you energy in your work?
- ✓ What do you wish you had more time to do?
- ✓ What is a time when you helped someone and your compassion was returned to you?

←Quote from Ascension Texas patient

←Opportunity for Connection

Brief instruction on how to use these resources

←Deep Listening Modules

Each of these links to a different resource. Deep Listening is the theme of this first series. Additional series will be added in the future.

Each question expands to reveal the link to that reflection

↓ (Cont.)

PFE Reflection Resources: <https://www.ascensionmission.org/pages/pfe-resources>



Right now we are supporting one another in ways that we never before imagined. These reflections are designed to reveal the support and connection that already exists and to further strengthen it.

We hope that you will receive these stories, questions and reflections as a gift of gratitude for the ways you serve our mission each day.

## Go Deeper

Learn more about Deep Listening in this interactive course

Learn More

### Facilitation & Sharing Resources

Facilitator Guide

PFE Reflection Resources Flyer

PFE Reflection Resources sharing Slide

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←Right now we are supporting one another in ways that we never before imagined.

This is an opportunity to acknowledge the challenges our associates overcome each day and the ways they continue to support one another

### ←Link to Deep Listening course

A link to the in-depth Deep Listening course ([link](#)). This course is available for associates who want to go deeper on their own, or it can be used to guide a longer format facilitation like a team retreat.



### ←Facilitation & Sharing Resources

Links to facilitator guide, flyer and sharing slides.

PFE Reflection Resources: <https://www.ascensionmission.org/pages/pfe-resources>



## PFE Reflection Question 1: What gives you energy in your work? ([link](#))

 REFLECTION RESOURCES My Dashboard Daniel H 

# What gives you energy in your work?

*"I want to thank Ralph, the nurse assigned to me. He was the best nurse I've ever had and was able to start an IV without reducing me to tears, but instead had me laughing. That's never happened before. Just before midnight (I arrived before noon that day, I think), he made sure I had something to eat, since I was truly hungry. His attention and humor until the time I was transferred to Oncology, reduced any anxiety on my part."*

Patient in Michigan Emergency Department

## Opportunity for Reflection

Individual or group reflection (5-6 minutes)


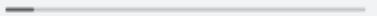


The nurse in our story above brought a humor, skillfulness and a listening ear to the bedside. Ralph also embodied our **Ascension Value of Reverence**. His approach made a lasting impact on the patient. When reading this story we get the feeling that Ralph is energized by offering care to his patients.

In this reflection we invite you to explore the different ways your energy is affected by your work.

### Step 1. What gives you energy in your work?

What is life-giving about your work? Use the two-and-a-half minute timer below for writing or silent reflection.

Groups may use timer for breakout discussion. **Deep Listening** guidelines are below to aid in group facilitation.

 0:00 / 2:30   

### ←PFE Reflection Question 1

### ←Quote from Michigan Emergency Department patient

When facilitating you are welcome to share this story or a story you have witnessed in your market.

### ←Reflections can be done individually or in groups

These typically 5-6 minutes but may be adapted based on time needed and format.

### ←Step 1. What gives you energy in your work?

This is an opportunity for group discussion, reflective journaling, breakout sessions (in-person or virtual) or simply as a question to add to your rounding. If time is short this question can stand on its own. A timer is provided.

↓ (Cont.)

PFE Reflection Resources: <https://www.ascensionmission.org/pages/pfe-resources>

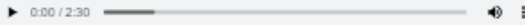


### Step 2. What drains you in your work?

What drains you in your work? Use the two-and-a-half minute timer below for writing or silent reflection.

As you reflect, allow reactions, emotional responses, and feelings as they arise and try not to be judgmental of yourself and others.

Groups may use timer for breakout discussion. **Deep Listening guidelines** are below to aid in group facilitation.



### Step 3. Share your findings with a friend or colleague.

Sharing our experiences with others can help us build connections to one another.

Storytelling is an intimate and crucial part of building community.

## Opportunity for Connection

Consider inviting a team member to reflect

Asking these questions of your team members is a great way to build community and practice your deep listening skills. [Click here](#) (link later) for a refresher on the six skills of deep listening (L.I.S.T.E.N.).

#### 1. Let Go: Make room so that you have the capacity to listen

- Set aside any distractions necessary to be present with others.
- Take a deep breath and center yourself.

#### 2. Insight: Welcome your natural insight and wisdom.

- Offer the question: *What gives you energy in your work?*
- Relinquish the need to problem solve, over share, or prove you are listening.

## Go Deeper

Learn more about Deep Listening in this interactive course

[Learn More](#)

### Facilitation & Sharing Resources

[Facilitator Guide](#)

[PFE Reflection Resources Flyer](#)

[PFE Reflection Resources sharing Slide](#)

### ←Step 2. What drains you in your work?

If time allows this question allows participants to put into words what drains them in their daily work. A timer is provided

### ←Step 3. Share your findings with a friend or colleague

This suggestion is a way participants can bring this practice with them back into their home and daily work.

### ←Opportunity for Connection

The six skills of Deep Listening are outlined here. These can be included in your facilitation or simply available as guidelines for you as the facilitator.

### ←Link to Deep Listening course

A link to the in-depth Deep Listening course ([link](#)). This course is available for associates who want to go deeper on their own, or it can be used to guide a longer format facilitation like a team retreat.

### ←Facilitation & Sharing Resources

Links to facilitator guide, flyers and sharing slides.



## PFE Reflection Question 2: What gives you energy in your work? ([link](#))



### What do you wish you had more time to do?

*"I would like to especially compliment and thank Nurse Stephanie. She went well above and beyond in her care. She made our Mother comfortable and was very attentive to her needs. She was also very helpful in explaining and providing counsel in the process of transitioning our Mother to hospice care. Stephanie was always available to answer questions, and also provided small comforts for family members keeping vigil at our Mothers bedside."*

Patient Family Member in Wisconsin ICU

### Opportunity for Reflection

Individual or group reflection (5-6 minutes)

The nurse in our story above went above and beyond what was required of her and it made a positive impact on her family members. Nurse Stephanie also embodied our **Ascension Value of Dedication**. From this family member's story we get a sense that this caregiver is doing work that she loves.

In this reflection we invite you to explore the types of activity that you would like to dedicate yourself to more fully.

←PFE Reflection Question 2

←Quote from Patient Family Member in Wisconsin ICU

When facilitating you are welcome to share this story or a story you have witnessed in your market.

←Reflections can be done individually or in groups

These typically 5-6 minutes but may be adapted based on time needed and format.

↓ (Cont.)

PFE Reflection Resources: <https://www.ascensionmission.org/pages/pfe-resources>



## Step 1. What do you wish you had more time to do?

If there were more hours in the day, how would you like to fill them? Use the two-and-a-half minute timer below for writing or silent reflection.

Groups may use timer for breakout discussion. **Deep Listening guidelines** are below to aid in group facilitation.

▶ 0:00 / 2:30

## Step 2. What activity in your day would you eliminate?

What would you remove from your daily activities if you had the choice? Use the two-and-a-half minute timer below for writing or silent reflection.

As you reflect, allow reactions, emotional responses, and feelings as they arise and try not to be judgmental of yourself and others.

Groups may use timer for breakout discussion. **Deep Listening guidelines** are below to aid in group facilitation.

▶ 0:00 / 2:30

## Step 3. Share your findings with a friend or colleague.

Sharing our experiences with others can help us build connections to one another.

Storytelling is an intimate and crucial part of building community.

### ←Step 1. What do you wish you had more time to do?

This is an opportunity for group discussion, reflective journaling, breakout sessions (in-person or virtual) or simply as a question to add to your rounding. If time is short this question can stand on its own. A timer is provided.

### ←Step 2. Step 2. What activity in your day would you eliminate?

If time allows this question allows participants to put into words what drains them in their daily work. A timer is provided

### ←Step 3. Share your findings with a friend or colleague

This suggestion is a way participants can bring this practice with them back into their home and daily work.

## Opportunity for Connection

Consider inviting a team member to reflect

Asking these questions of your team members is a great way to build community and practice your deep listening skills. [Click here](#) (link later) for a refresher on the six skills of deep listening (L.I.S.T.E.N.).

### 1. Let Go: Make room so that you have the capacity to listen

- Set aside any distractions necessary to be present with others.
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### 2. Insight: Welcome your natural insight and wisdom.

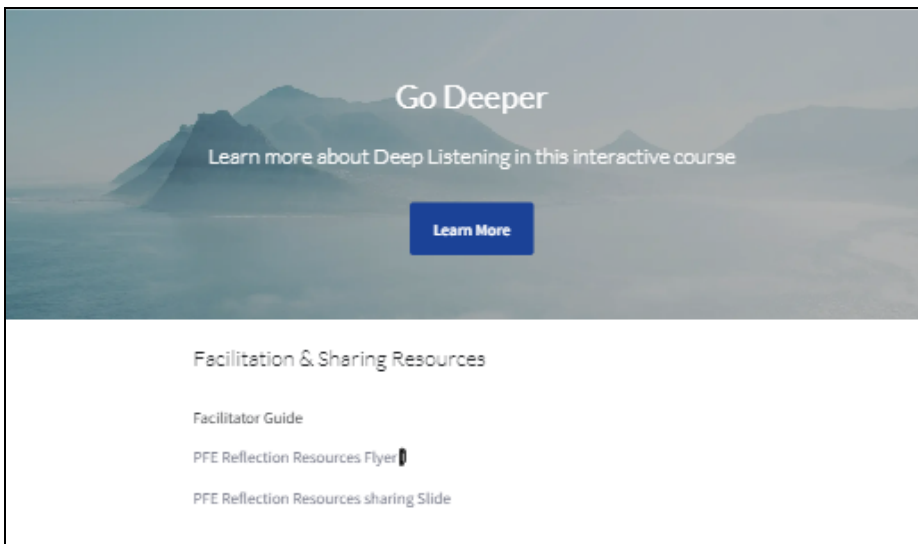
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↓ (Cont.)







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### ←Facilitation & Sharing Resources

Links to facilitator guide, flyers and sharing slides.

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## PFE Reflection Question 3: What gives you energy in your work? ([link](#))

### ←PFE Reflection Question 3

### ←Quote from Michigan Emergency Department patient

When facilitating you are welcome to share this story or a story you have witnessed in your market.

↓ (Cont.)

PFE Reflection Resources: <https://www.ascensionmission.org/pages/pfe-resources>





## Opportunity for Reflection

Individual or group reflection (5-6 minutes)

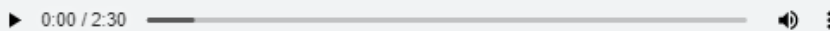
The nurse in our story above brought compassion to the bedside of this surgery patient. Nurse Coco made her patient feel cared for and her patient wanted to return the favor by sharing the story of her experience. Coco also embodies our **Ascension Value of Integrity**. Her behaviors are in alignment with our Ascension Values and this made all the difference for her patient.

In this reflection we invite you to explore the different ways your own display of compassion might be returned to you.

### Step 1. Have you ever helped someone and had your compassion returned to you?

Have you ever helped someone and found that your kindness was returned to you? Use the two-and-a-half minute timer below for writing or silent reflection.

Groups may use timer for breakout discussion. **Deep Listening guidelines** are below to aid in group facilitation.

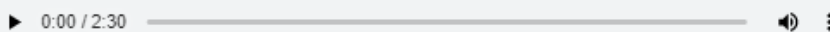


### Step 2. Do you ever feel like your good deeds are unappreciated?

Sometimes we go above and beyond and then feel that our actions are not appreciated. Use the two-and-a-half minute timer below for writing or silent reflection.

As you reflect, allow reactions, emotional responses, and feelings as they arise and try not to be judgmental of yourself and others.

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### Step 3. Share your findings with a friend or colleague.

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**1. Let Go:** Make room so that you have the capacity to listen

- Set aside any distractions necessary to be present with others.
- Take a deep breath and center yourself.

**2. Insight:** Welcome your natural insight and wisdom.

- Offer the question: *What gives you energy in your work?*

## Go Deeper

Learn more about Deep Listening in this interactive course

[Learn More](#)

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