



YOUR LISTENING
PARTNER

REV. DR. CLARE BIEDENHARN, DMIN, BCC

Medicare is here to stay and so are surveys.
Clare delivers solid techniques to increase listening scores.
Let's give your best nursing talent the tools they need.



Dr. Clare

| BEST SELLING AUTHOR | SPEAKER | TRAINER |

One of the toughest question for nurses is, "What would you do if this were YOUR family?" For many the natural inclination is to 'fix' the problem by offering suggestions, but that approach is limited by one's experience and personal biases.

Rev. Dr Clare Biedenharn is a board-certified chaplain with over two decades of experience in industrial and critical care settings including work with organ donor families.

Through her years of hands-on experience, Clare came to embrace the belief that intentional listening is an essential element of every type of care. There is a more effective way to connect with your patient and provide care and this is a skill that can be learned. It begins with a question--an open, honest question.

"Life-long learner" is a moniker Clare is proud to claim. Her listening study with nurses was not only a labor of love, it fulfilled requirements for her Doctor of Ministry degree in Spiritual Direction. She holds a MA in spiritual formation as well as a Specialist degree (EdS) in Adult

Learning with an emphasis on spirituality in the hospital setting.

Clare is an ordained United Methodist minister and served the local church for ten years before she entered full-time chaplaincy.

Clare reluctantly joined the 'Widows Club' in 2018. Her husband James encouraged her to once again pick up her work with intentional listening and so she has.



SPEAKING TOPICS:

Deep Listening and Your Bottom Line

"During your hospital stay, how often did the nurse listen to you?" Response to that simple question that appears on the HCHAPS patient satisfaction survey can have serious repercussions as part of the Patient Value Care formula. Better listening is a skill that Clare teaches with heart.

This Isn't What I Signed Up For

The COVID Care crisis has thrown health care workers into chaos as they wrestle with providing the quality of care they feel responsible for in a setting that struggles to provide even the basics. Positive outcomes are possible. Clare shows three ways to handle the tough stuff.

PRAISE FOR CLARE:

"This work is a blessing to chaplains, nurses, any health professional, and indeed, any human in need of awakening to the mystery and gifts of touching another's life."

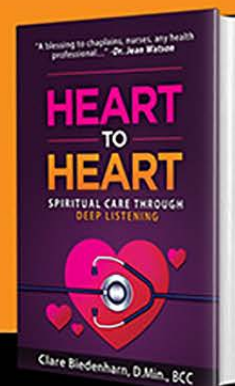
- Dr. Jean Watson, PhD, RN, AHN-BC, FAAN
- Founder, Watson Caring Science Institute

"She is a true champion of the bio-psycho-social-SPIRITUAL aspect of nursing care."

-Layne, M, RN

"A nurse. Overwhelmed, feeling powerless to comfort her patient, to help her peers, to find motivation. Then Clare appears. With her calm, focused attentive listening she guides me to find my inner wisdom."

-Mary R, RN



For more detailed information or to book **Rev Dr Clare**, please contact us at:
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