

The High Point Pook

HPC strives to guide, educate, encourage, and support their clients

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Straight from the Director's Pen: Am I Listening Now?



I have been suffering from hearing loss for over ten years, primarily due to constant ringing in my ears, also referred to as tinnitus. As my ability to understand conversations in a crowd and one on one with others diminished over the years, I began researching the possibility of being helped by hearing aids despite being told in the past that there was nothing which could be done to help my hearing loss. Fortunately, at the time I write this, I am happily wearing hearing aids which have given me the ability to hear much better.

Now, having said that, I am constantly learning that the ability to hear better does not help me with being able to listen better. To be able to truly listen to another person, to myself, or even to God; requires me to slow down, to be quiet, and to be present. I need to do this without speaking up, speaking out or speaking to be heard. I am learning to tune out the need to speak, even as my new hearing devices assist me to tune in and listen.

I have been blessed with a husband who has a truly tailored, beautiful ability to listen whether it is to me or to his patients. If you are one of his patients, then I would bet that you would agree. I pray that we, as a clinic, provide you, our patient, a degree of listening, a feeling of being heard, especially during those days when it seems that no one else listens.

Rene' Shaw, Director



Did You Know...?

- Speakers at a concert can expose you to approximately 120dB of sound, roughly the same loudness of a jet plane taking off. Just seven and-a-half minutes of exposure to this intensity can lead to permanent hearing loss.
- In ancient China, it was believed that long earlobes signified long life while thick earlobes signified wealth. It is believed that Liu Bei, the founder of the Han Dynasty in AD 221, had ears so long that they reached his shoulders and he was able to see his own ears simply by glancing back!
- The strongest known ears belong to Manjit Singh. This man pulled a 7.5 ton passenger airline with his ears for a distance of 13 feet. He wore ear harnesses and ropes were attached to them. These ropes were in turn attached to the aircraft.
- Researchers have shown that listening to relaxing music while eating out at a restaurant resulted in diners consuming 175 fewer calories.
- The most listened to song in history is actually Disney's "It's a Small World," which has been played roughly 50 million times since its 1964 release.
- Most people usually only remember about 17 to 25% of the things they listen to.
- Physicians interrupt 69% of patient interviews within 18 seconds of the patient beginning to speak. As a result, in 77% of the interviews, the patient's true reason for visiting the doctor was never mentioned.



Who's Who?

One ear each from Larae, Dr. Smith, Jessica, Jae, Rene', Dr. Shaw, Dr. Wienczkowski, Dr. Troxler, Amy, and Emily. Can you guess which ear is who's?





Two Ears and a Heart: Emotions Around Listening

Each of us knows the feeling of *frustration* when we see someone preparing a response instead of listening to what we are saying.

Each of us knows the feeling of *sadness* when we bid for connection with someone and they are distracted on their phone and not listening to us.

Each of us knows the feeling of *exhaustion* when we struggle to listen to someone share the events of their day, because we are *stressed* with financial or family responsibilities.

Each of us knows the feeling of *fear* when we shut down and cannot listen to someone talk about their pain, because it *triggers trauma* in us.

Each of us knows the feeling of *connection* when we choose to listen empathetically to another person by identifying a shared experience between us both.

The emotions we experience around listening are diverse. Emotions aren't in themselves bad, but at times they can be uncomfortable and we may react to them in unhelpful ways.

Listening to another person takes curiosity, courage, and generosity, because in that moment you are stepping outside of your world and into theirs. To step out in curiosity and courage by asking someone in a tense conversation or argument, "Can you tell me more about that?" will involve generosity, because it requires sacrifice of your agenda and energy as you attempt to understand their perspective. This isn't always comfortable, because you may feel an emotion that is difficult, but through it connections are forged and greater joy is experienced. Step out this month with curiosity, courage, and generosity as you listen to those around you and perhaps even to your inner voice expressing what it needs for greater joy.

By Emily Hand, MA, NCC



Tell me more...

I'm all ears

Building Trust with Yourself Through Listening

Relationships are an incredibly valuable part of the human experience, because we are social creatures. Some of you may say, "I don't interact with anyone except those at High Point!" or "I



Listening is about being present, not just about being quiet

Krista Tippett

dislike people and try to stay away from drama!" This article is for you too, because even if you aren't fostering relationships with others

I know you believe that you understood what you think I said but I am not sure you realize that what you think you heard is not what I said

you are in relationship with yourself. That may seem confusing but consider that you are the one who is responsible for you; feeding you, protecting you, bathing you, getting you to work and your appointments, and comforting you. Communication, whether you are relating to others or yourself involves a great deal of *listening* and *trust*. At times, the trust with others or ourselves will breakdown because we refuse to listen, respect boundaries, be reliable, accept responsibility for our mistakes, share information that wasn't ours to share, or criticize and judge. Below is an exercise in

Whoever has ears to hear, let them hear.

- LUKE 8:9 -



listening and building trust when communicating. It takes effort to listen because we have to quiet ourselves to hear what we are feeling and need. It builds trust when we can honor our experience by voicing our experiences and requests.

The Four-Part Nonviolent Communication Process

In this process it's important to clearly express how you are without blaming or criticizing.

Observations: What I observe (see, hear, remember, imagine, free from evaluations—literally what was said or done) that does or does not contribute to my well-being

"When I see/hear . . ."

Feelings: How I feel (emotion or sensation rather than thought) in relation to what I observe:

"I feel . . ."

Needs: What I need or value (rather than a preference or a specific action that causes my feelings:

". . . because I need/value . . ."

Clearly request that which would enrich your life without demanding.

Requests: The concrete actions I would like taken:

"Would you be willing to . . .?"

