

For Patients : A means to reduce emotional distress and understand "what matters to you?"

For Staff: Supports practitioner wellbeing, improves job satisfaction and retention

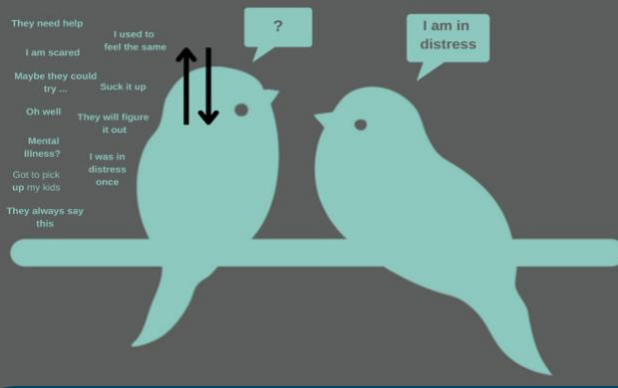
Why do we need JL?

Essential training for CHWW (community health and wellbeing workers) and all Octopus members

Enables Culture change and emphasis on compassionate organisations

Training

Just Listening involves training in 4 core concepts; compassion informed approach, dissociative, power-threat- meaning framework, suicide narratives^{6,7,8,9}. It consists of an immersive online training course over 3 sessions (once weekly). The development of the practical skills are prioritised during training. Education is supported by ongoing 'supervision' and reflective practice to develop skills and maintain the values of the model.



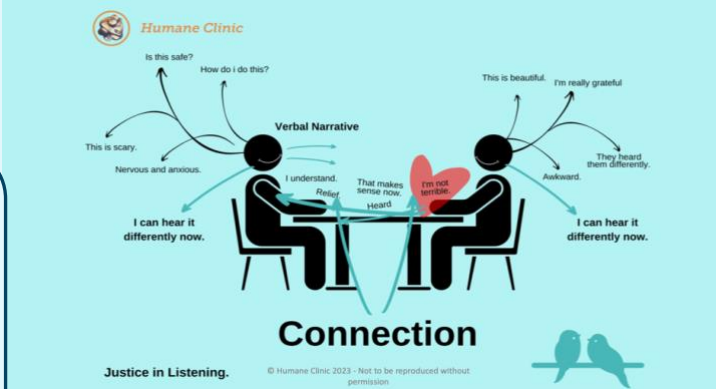
Vertical voices

Outcomes in Westminster to date:

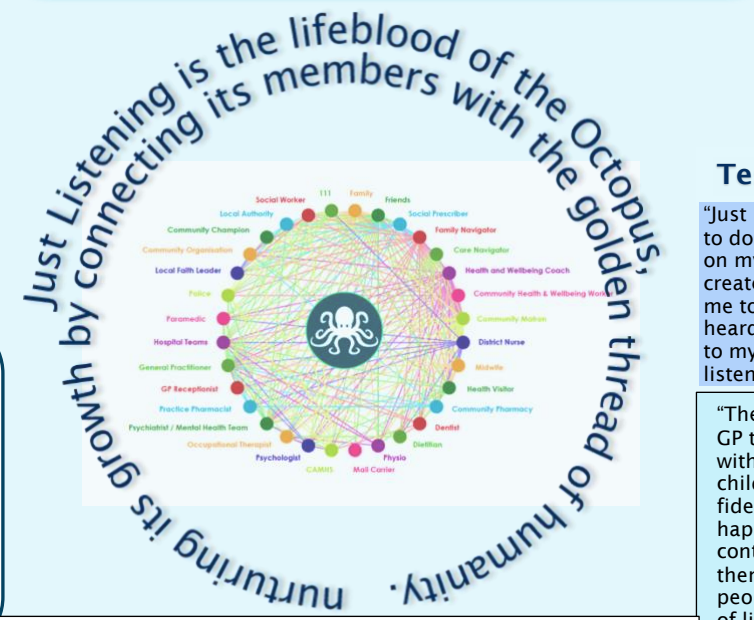
- Used weekly by CHWW to enhance teambuilding - numerous reports of improving retention and job satisfaction
- Key concept in Pain clinic (Dr Fiona Kennedy)
- Facilitates connection in the Octopus (innovative way of working as INT in Westminster)
- Key connector roles e.g. Health & Wellbeing coaches (HWC) are using JL in practice (Dr Chang Park)



<https://www.humaneclinic.com.au>



Just Listening



<https://healthcarecentrallondon.co.uk/what-we-do/the-octopus/>

What is it?

Just Listening (JL) is a simple yet profound concept. Its intention is to offer Justice through Listening. This psychotherapeutically informed approach was developed by the Humane Clinic in Australia and provides an alternative means to help those in distress. It has proven success not only for those being listened to, but also provides benefits to those trained and practicing it, with far reaching personal and systemic effects. It differs from other models in that there is no formulation, plan or intervention.

References:



Contact: anna.dentschuk@nhs.net
amandagracebueno@googlemail.com

Evidence for JL:

The power of listening ^{1,2,3}	Supports practitioner wellbeing and professional growth ^{1,3,4}
Enhances work (and personal) relationships ^{3,4,5}	Shifting perspectives encourage culture change ³
Changing the narrative on suicide ^{3,6}	A path to understand and address inequalities

Testimonials

"Just listening has helped me personally to do justice to a burden that has been on my heart for years. The safe space created through the process enabled me to take the load off my chest. I felt heard and I was able to find a solution to my issue simply because I was listened to." CHWW

"The teaching has changed me as a GP to patients, with my colleagues, with my wife, friends, and my children. If this is rolled out with fidelity it will help our staff be happier, nudge their locus of control internally, potentially give them more purpose and help the people they interact with in all walks of life." GP

This course should be part of every induction whether you are clinical or not, it's about humanising the way we treat each other." Manager

"Having experienced the Just Listening training and used its practices in my work with clients and in my team (as an enhancing complement to Open Dialogue), I know it to be effective. It is the kind of training that allows a corner of the page to be turned towards the kind of wider culture change that is necessary." Professor of Anthropology