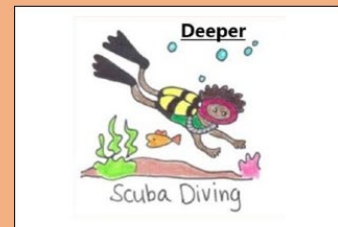
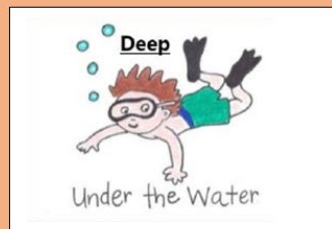
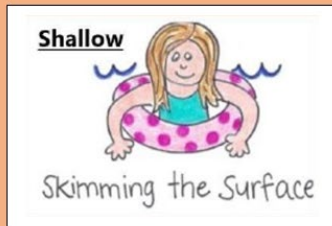




Shallow vs. Deeper Questions & Conversations

Spiritual Care Informed by Active Listening and Skillful Questioning



Sincerely Curious & Skillful
Chaplain Jim Kirkland MTS BCC CPE Supervisor and Chaplain Ray Huff MDiv. BCC CPE Supervisor

Sincerely Curious Question

1. Would you tell me about _____?
2. You have strong emotions about _____ would you help me understand?
3. Tell me more about _____?
4. How do you anticipate your life to be impacted by the news of _____?
5. You said you are experiencing/feelings _____? Tell me more about this.
6. What are you afraid/angry/ of?

7. What do you gain strength from?
8. What gives you hope, peace, courage, happiness?
9. I hear your strong emotion, fear, loneliness. Tell me more?
10. When you've had difficult times (times of fear, stress, anxiety) in the past, how have you gotten through them? What gave you strength to get through them in the past?
11. How does your faith (Buddhism, Mormonism, Christianity, JW, Judaism, etc.) teach you?
12. What do you believe God is like? Who told you this? What is your reason for this belief?
13. May I ask you a question about (family, friends, faith, your loneliness, fear etc.)
14. Thank you for sharing your (story, pain, discouragement, etc.)?
15. What do you like about _____?
16. I am sure there are others who would agree with you? (hates chaplain, hates God.)
18. I simply want to be with you in your (pain, loneliness, fear)?
19. That's a pretty strong statement, help me understand what that means for you.... or why you feel that way?
20. So, am I hearing you say _____?
21. I can see how you would feel that way. Tell me more.
22. How can I help you?
23. If they ask can you pray for me? Sure, I can, how does prayer comfort you?
24. Tell me about your family, friends. Where does your family live?
25. It sounds like you've been holding this inside for some time now?
26. It sounds like you've been through some challenging times along life's journey.
27. It must be difficult to see your _____ /mother so ill?
28. I can't possibly imagine what you're going through.
29. Have you ever participated in any faith or spiritual practice?
30. Mr. X, before I go, I'm curious about something you said. You said, _____. Help me understand what you mean by this.
31. What's this been like for you?

32. How are you holding up through all this?
33. What sustains you?
34. Are you at peace?
35. Would you say more about that?
36. What has been meaningful for you in all this?
37. What sense have you made of your experience?
38. What has been most distressing for you?
39. Who has helped you deal with _____?
40. Who has let you down? Made you mad? Hurt you?
41. What has helped you cope with similar challenges in the past?
42. How's that working for you?
43. What personal beliefs/values have helped you during this time?
44. How would you describe God?
45. Where has God been for you in these struggles?
46. What or who gives your life purpose?
47. What do you hope for?
48. What does the future look like for you? What would you like to do different about that?
49. What do you fear most about _____?
50. What do you regret most about _____?
51. Is there anything else I can do for you?
52. Would you like to talk about _____ that?
53. It must be difficult to see your son _____ in pain, suffering so, so angry?
54. Describe what _____ might look like to you?
55. Mr. Smith, would you find it helpful to talk about your disease and what it means?
56. I'm here mostly to learn from you. Can you help me to understand what it's like to be in your shoes right now?

57. I don't know... Sometimes life has mysteries that we can't answer.
58. How do we move forward?
59. How do we get there?
60. What is important to you right now?
61. What would you like to see happen?
62. What does that look like to you?
63. What do you mean by ?
64. Could you give me an example of ?
65. Do I understand you correctly?
66. Why do you believe this is true?
67. Can you explain why you feel this way?
68. Is this your idea or did you hear it from someone else?
69. What caused you to feel this way?
70. What effect would that have?
71. What is an alternative?
72. If that happens, what else would happen as a result?
73. Why was it your fault?
74. What exactly do you think you should have done differently?
75. What did you want to happen?
76. As you consider the next few weeks or months is there anything that concerns you?
77. As you consider the next few weeks or months is there anything you hope for?
78. What's your understanding of what's going on with you medically?
79. What would like a day to look like when you leave the hospital? How will need to happen for this to take place?
80. If they have indicated that they are a person of faith, "What are you praying for these days?"
81. I wonder what that's like for you.

82. I'd love to hear about.....if you're ready/willing to share.
83. What has kept you strong/hopeful while you've been hospitalized?
84. What matters to you?
85. What is meaningful to you (poetry, music, faith, nature, family, etc.)
86. How challenging has this been for you so far?
87. Do you want to talk about it?
88. What gets you through difficult or hard times?

Sincerely Curious Statements

"What you observe" statement: You are crying, angry, upset, uncomfortable

"Seem to be" statement: You seem to be rather angry, upset, uncomfortable, sad... today.

"I" statements: As I listened to you, I found myself becoming (indignant, sad, angry, etc) yet you seem to be quite cool about the whole situation.

"I" statements: I would be interested to hear more about your earlier life. I wonder if you are aware of the effect this has had on your family. I don't understand. I would be interested in understanding you better. I'm not sure I know what you mean.

"Tell me about" statements: Tell me more about your father, family, work life etc. Tell me how I might be of support to you. Tell me what brings you here today.

Jesus Demonstrates Chaplaincy

Consider these 25 questions that Jesus asked in the New Testament and use His techniques to help others:

"If you greet only your brothers, what more are you doing *than others*? Do not even the Gentiles do the same? (Matt 5:47)

"And who of you by being worried can add a *single* hour to his life? Matt 6:27

"Why do you look at the speck that is in your brother's eye, but do not notice the log that is in your own eye? (Matt 7:3)

Why are you afraid? (Matt 8:26)

Do you believe that I am able to do this?" (Matt 9:28)

But who do you say that I am? (Matt 16:15)

What do you want me to do for you? (Matt 20:32)

Why are you reasoning about these things in your hearts? (Mark 2:8)

Why do you discuss *the fact* that you have no bread? Do you not yet see or understand? Do you have a hardened heart? "HAVING EYES, DO YOU NOT SEE? AND HAVING EARS, DO YOU NOT HEAR?" (Mark 8:17-18)

What were you discussing on the way? (Mark 9:33)

Why do you call me 'Lord, Lord' and not do what I command? (Luke 6:46)

Where is your faith? (Luke 8:25)

"Which of these three do you think proved to be a neighbor to the man who fell into the robbers' *hands*?" (Luke 10:36)

did not He who made the outside make the inside also? (Luke 11:40)

"If then you cannot do even a very little thing, why do you worry about other matters? (Luke 12:26)

"What king, when he sets out to meet another king in battle, will not first sit down and consider whether he is strong enough with ten thousand *men* to encounter the one coming against him with twenty thousand? (Luke 14:31)

"Therefore if you have not been faithful in the *use of worldly* ^awealth, who will entrust the true *riches* to you? (Luke 16:11)

What do you want me to do for you? (Luke 18:41)

What are these words that you are exchanging with one another as you are walking?" (Luke 24:17)

What do you seek? (John 1:38)

Do you wish to get well? (John 5:6)

Do you know what I have done to you? (John 13:12)

Whom do you seek? (John 18:4)

Do you love me? (John 21:16)

What concern is it of yours? (John 21:22)