



CLEAR WPC ® Model

*Creating an atmosphere of compassion exemplified
by the teaching and healing ministry of Jesus Christ*

C: Connect

Connecting intentionally with God, self and others

L: Listen

Being fully present in a sacred time of sharing

E: Explore

Inviting whole person conversations

A: Acknowledge

Empathizing and communicating understanding

R: Respond

Sharing resources that affirm strength and offer hope



Connect

- Connect with God
- Connect with self
- Connect with the other person



Listen

- Active
- Careful
- Non-judgmental
- Intuitive
- Not just for facts but for feelings
- Follow and match affect
- Don't be afraid of silence



Explore

- Identify the problem
- Explore the feelings
- Identify normal coping mechanisms
- Assess support systems



Acknowledge

Resist the urge to:

- Reassure
- Fix the problem



Respond

- Hold hope
- Pray
- Share faith stories
- Provide resources



Case Study

Jessica is a 20-year-old nursing student who has been struggling academically. She received a call during class two weeks ago telling her that her brother was killed in a motor vehicle accident. She has returned to school, but is having trouble focusing. You asked to meet with her. After listening to her story and validating her emotions, she cries out, “How could a good God allow this to happen? I thought God was supposed to be loving and all-powerful!”



Case Study

Jose is a 58-year old housekeeping employee who has worked for your hospital for 30 years. He is known for his diligence and kindness. He has received numerous awards and notes of appreciation from others.

Last week, he was diagnosed with pancreatic cancer and the doctors have given him only a few months to live. He made an appointment to come talk with you, his boss. He tells you that he is going to resign and focus on his health, making sure he has time to be with his family. You thank him for his years of service and ask if you can plan a farewell party. After that is scheduled, as he turns to leave, he very quietly says, “Jesus may be walking the halls of this hospital, but I guess he skipped over me.”