



# Newsletter

Vol 1 - No 3

May 2009

## In This Issue

**Clinical Educators of the Year**

**Tips for Listening**

**VNIP News**

## Quick Links

[VNIP Website](#)

[Workbook Order Form Link](#)

[Education Calendar](#)

Dear VNIP Members,

Welcome to the third edition of our newsletter. We hope you find the information in it useful and timely. Please let us know if there is any topic you would like to see addressed in future editions.

Sincerely,

Susan Boyer  
sboyer@vnip.org

Anne Walker  
awalker@vnip.org

## Awards for Excellence in Clinical Teaching



Fagan



Farnum



Matteson



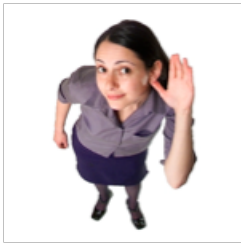
Stromme

At the Vermont Nursing Summit held this April in Killington, the Office of Nursing Workforce honored extraordinary clinical nurses who have had a special impact on the development of another nurse.

The winners were: Diane Fagan of Mt Ascutney Hospital, Geoffry Farnum of Central Vermont Medical Center, Leah Matteson of Vermont State Hospital, and Martha Stromme of VNA Respite House.

Congratulations to these four and to all the other nominees!

**Tips for Listening** by Anne Walker, M Ed



As we perfect our listening techniques with our patients throughout our careers, can we say that are we doing the same with our colleagues on the health care team? Listening is a form of respect. Good communication can lead to better patient outcomes and improve the work environment.

So stop a moment and reflect on the effectiveness of your listening skills with both your patients and co-workers. Then check out these tips on how to be a more effective listener:

1. **Avoid interrupting others when they are speaking.** Remind yourself not to interrupt by using some type of symbol such as clapping your hands.
2. **Keep an open mind.** Don't judge, assume or jump to conclusions. Think before you speak and remember you have only half the story until you hear the other side.
3. **Let go of your agenda.** Make listening a priority by making your own message secondary. Your message can only take precedence if it is about an emergency or safety issue.
4. **Stay focused.** Make eye contact, stop doing other things and just listen. Ask for clarification if you do not fully understand and make sure you understand the main points being made.
5. **Restate what you heard, taking into consideration both content and feeling.** This provides an opportunity to verify that you received and understood the message being sent.
6. **Avoid blocks to listening.** Don't fall into bad patterns of listening which may include: mind reading, rehearsing, filtering out, judging, day dreaming, debating, always being right, changing the subject, or placating.
7. **Show respect.** Remember it is important to show the other person respect even if you disagree, disbelieve or are generally bored by the subject.
8. **Remember non-verbal communication.** Over 55% of a message is given non-verbally. Pay attention to this non-verbal aspect.
9. **Avoid talking prematurely.** Wait your turn to give feedback, or to ask critical questions. You can't listen and talk at the same time! And remember, feelings are neither right nor wrong.

*"Be the change you wish to see in the world." - Gandhi*



## News from VNIP

Over the last few weeks VNIP offered both Basic and Advanced Preceptor Courses in Brattleboro, White River Junction, Rutland, and St. Albans, Vermont.

VNIP faculty taught a 5-day intensive Clinical Competency Development Course in Binghamton, NY last week. Forty-eight nurse educators, managers, and clinical staff heard about the challenges and successes experienced in Vermont. They will build work plans for using the VNIP tools and presentations for preceptor development within their healthcare agencies.

This week we travel to Hawaii to work with educators and preceptors who are making use of the statewide site license purchased by the Hawaii Center for Nursing.

And finally, the first draft of initial reports on National Council State Boards of Nursing Research (NCSBN) grant has been written. The final research report will be completed by the end of May and submitted to the NCSBN.

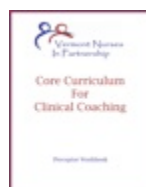
## Reminders

### Upcoming Workshops

There are a number of workshops scheduled over the coming months. Just go to the [VNIP Calendar](#) to view the calendar and registration information.

### Workbook Order Form

If you would like to download an order form for the Preceptor workbook: **Core Curriculum for Clinical Coaching** please click [here](#).



Susan Boyer, Jane Oliphant, Ellen Hagman, Susan Motschman

VNIP Office  
289 County Rd  
Windsor, VT 05089  
802-674-7069  
[www.vnip.org](http://www.vnip.org)

[Join Our Mailing List!](#)

*VNIP - Supporting transition with development, evidence, competence and quality*

**[Forward email](#)**

 **SafeUnsubscribe®**

This email was sent to ehagman@vnip.org by [ehagman@vnip.org](mailto:ehagman@vnip.org).

[Update Profile/Email Address](#) | Instant removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

Email Marketing by



Vermont Nurses in Partnership | 289 County Rd | Windsor | VT | 05089