

The power of listening

When helping someone with a terminal illness, sometimes just listening is the best medicine

SOT

Rita Manning, OSF HealthCare bereavement coordinator

"Those that are broadsided probably have more of an impact of mental and emotional things." (:08)

SOT

Rita Manning, OSF HealthCare bereavement coordinator

"You may not want to talk about this now. Just know that whenever you are ready, I'm ready to listen and be there." (:07)

SOT

Rita Manning, OSF HealthCare bereavement coordinator

"Those types of phrases might be factual for them in their faith journey. It still may not be the time they want to hear that." (:09)

SOT

Rita Manning, OSF HealthCare bereavement coordinator

"We just want to honor your wishes. If you could help us understand what those are, that would help us to know how to move forward." (:12)

SOT

Rita Manning, OSF HealthCare bereavement coordinator

"Sometimes people just get sick. As hard as we try, we just can't find that solution to make you well again." (:08)

SOT

Rita Manning, OSF HealthCare bereavement coordinator

"They're still going to have questions. But it starts the hard task. Reading helps them engage and understand better." (:10)