The CLEAR Framework

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CLEAR: How to listen to your student with intent

CLEAR stands for **Confirm, Legitimize, Evaluate, And Respond**

**CONFIRM**
“**I hear you**”

**LEGITIMIZE**
“**That’s valid**” — Transparency: who you are and why you’re asking

**EVALUATE**
“I want to fully understand...”

**AND RESPOND**
“**Now that I understand, I want to...**”
The CLEAR Framework helps avoid common traps when responding to difficult situations

- Too quick to “solve the problem”
- Too quick to respond
- Give cliched answers
- Make it about ourselves
- Dismiss hard emotions
Benefits of the CLEAR Framework

- Students can speak honestly and feel heard
- You can seek to understand instead of seek to solve
- Students have an opportunity to verbally process
- Your institutional expertise can provide valuable perspective and options
CLEAR framework best practices

Think from the student’s perspective.
Ask students to define their obstacles in their own language.

Be aware of your own feelings.
Use a relaxed tone.
Stay neutral and assume positive intention.

Show constant support for your institution and program.