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Active Listening: Developing Skills for Patient Advocacy in Health Care

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Preparation for Adults Through
Training and Higher Education

CUNY CareerPATH
Active Listening
Developing Skills for Patient Advocacy in
Health Care

Kingsborough Community College

Dina Limandri

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www.cuny.edu



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Active Listening

I know you believe you
understand what you think
I said, but I am not sure
you realize that what you
hear is not what I meant.

Developing skills for Patient Advocacy in Health Care

Active Listening Quiz

Rate yourself on the following ten elements of listening. For a richer assessment, ask the people to whom you listen to rate you independently.

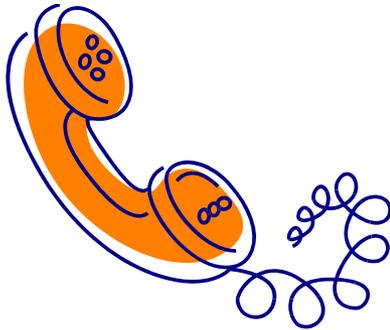
	Never	Sometimes	Often	Usually	Always
I consciously clear my mind of personal worries and other concerns before entering the conversation.					
I stay tuned in even when the other person is overly detailed or verbose.					
I remain focused on the other person's conversation even when I do not think it is relevant to the topic at hand.					
I wait for the other person to finish before thinking about my response.					
I am comfortable with silence, and allow space for the other person to think.					
If I don't understand, I ask the other person to repeat or clarify what he or she said.					
I don't finish the other person's sentences for them.					
I don't interrupt, even if I think I know what the other person is saying. I let them finish.					
I don't multi-task. All of my attention is on the other person.					
I can continue to listen, even if the other person presents information that is disagreeable to me.					

Introduction-20 Minutes

- What is the difference between hearing and listening?
- How do you know when you are being listened to?
- Why is Active Listening an important skillset for employment?
- Specifically, why is Active Listening important for Health Care?

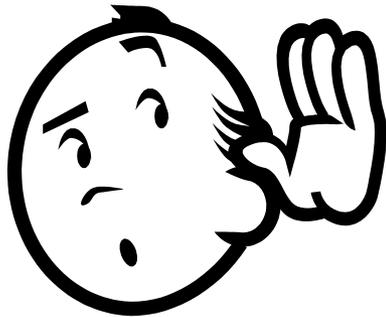
Activity #1: Telephone

- The first person needs to whisper the phrase to the person next in line ONCE!
- No repeating, you must repeat what you heard, whatever it is.
- The last person will say the phrase aloud to the class.
- Only say the phrase loud enough so the person you are whispering to can hear it.



What is the difference between...

Listening



Hearing



How do you know when you are being listened to?

- Eye Contact
- Body Language
- Responses
- Rephrases
- Details
- Let you finish
- Hear what you're not saying

10 Principles of Listening

“If we were supposed to talk more than we listen, we would have two tongues and one ear.” Mark Twain.

1. Stop Talking

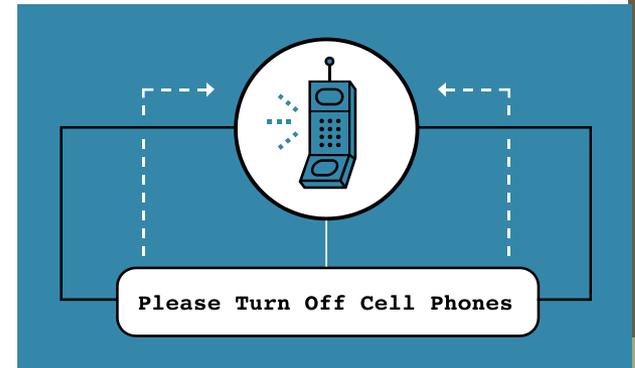


2. Prepare Yourself to Listen

3. Put the Speaker at Ease

4. Remove Distractions

5. Empathize



10 Principles of Listening...continued

6. Be Patient

7. Avoid Personal Prejudice

8. Listen to the Tone

9. Listen for Ideas – Not Just Words

10. Wait and Watch for Non-Verbal Communication

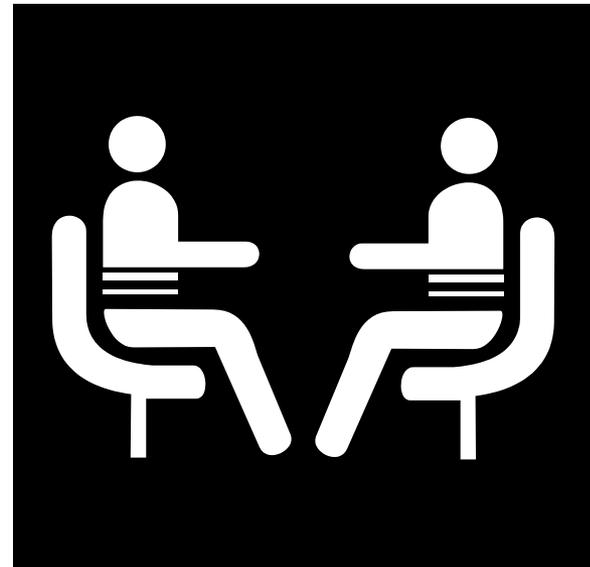
Find more at: <http://www.skillsyouneed.com/ips/listening-skills.html#ixzz2tn9I5pKz>

Activity #2

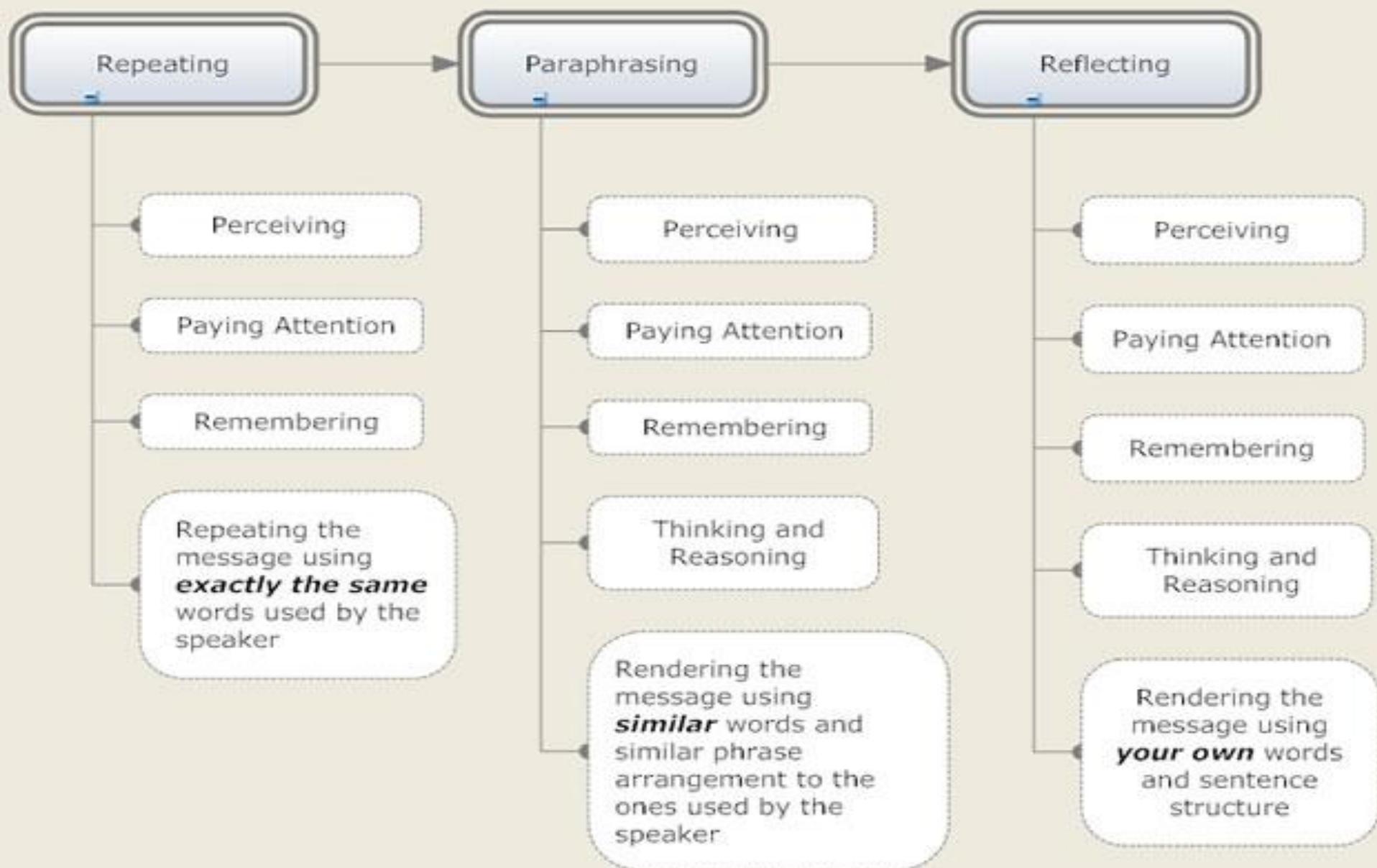
The Interview

One of the most sincere forms of respect is actually listening to what another has to say.
~Bryant H. McGill

- Let's develop 3 interview questions together.
- Then we will pair off.
- Interview Partner.
- Switch.
- Report what we learned with consent.
- Discuss the process.
- Identify active listening cues.



Degrees of Active Listening



Why is Active Listening an important skillset for employment?

- In 2013, Forbes Magazine listed Active Listening #4 of the top ten skills employers look for in potential employees.

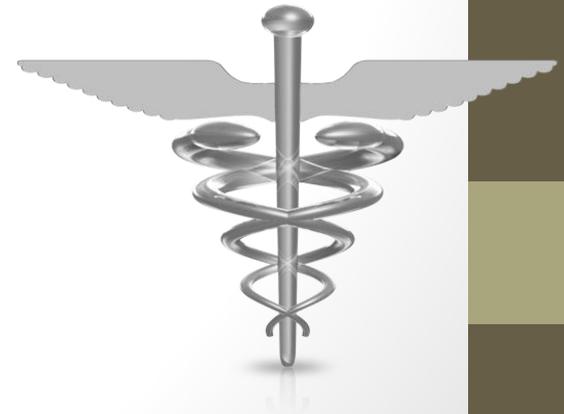
“(found in 9 out of the 10 most in-demand jobs)

Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting.”

<http://www.forbes.com/sites/meghancasserly/2012/12/10/the-10-skills-that-will-get-you-a-job-in-2013/>

Why is Active Listening important for Health Care?

- **Safety**-Prevents mistakes, misdiagnosis, medication errors, missed symptoms.
- **Accuracy**-Checking, reflecting, measuring with more than one ears.
- **Acknowledgement**-Validation & Clarification.
- **Understanding**-Establish trust and genuine interest.
- **Responsiveness**-empathetic
- **Integrity**-honest, fairness





Activity#3 Listening to the Patient

Groups of 4-5 People

Two Group A's and Two Group B's

Group A will read Scenario 1

Group B will read Scenario 2



1. Each group will review scenario together, elect reader. The reader will read the scenario for Group B.
2. Group B's job is to listen only.
3. When the reader from group A is finished, members from Group B paraphrase what they heard, then ask clarify questions.
4. Group B will have 1 minute for paraphrasing and 1 minute for questions.
5. Then it will be Group B's turn to read scenario 2. The process will repeat.

When all the groups have finished the class will compare notes about the accuracy of the details each group has gathered. The groups will reflect on the paraphrasing, the details, and discuss how and if they employed active listening skills.

Groups will discuss the challenge of recording information, how this is similar to doctors' visits, appointments, when meeting new patients, or sharing profiles with co-workers. Groups will discuss the challenges of sharing information about patients with teams. The importance of assessments, and looking beyond assessments.



Practical Application for Employment

If you make listening and observation your occupation you will gain much more than you can by talk.
~Robert Baden-Powell

Communication Skills, and more specifically Active Listening skills are what are referred to as Soft Skills.

You will now be able to say that you are:

- Able to listen
- Critical observer
- Effective active listening skills
- Able to give information and maintain active listening during times of pressure.
- Exceptional listener and communicator who effectively conveys information verbally and in writing.

**“The art of listening,
REALLY listening, is
foundational to clinical
practice. When you listen, it’s
a demonstration of respect,
and listening in itself is a
healing practice.’**

Charles R. Denham, MD

