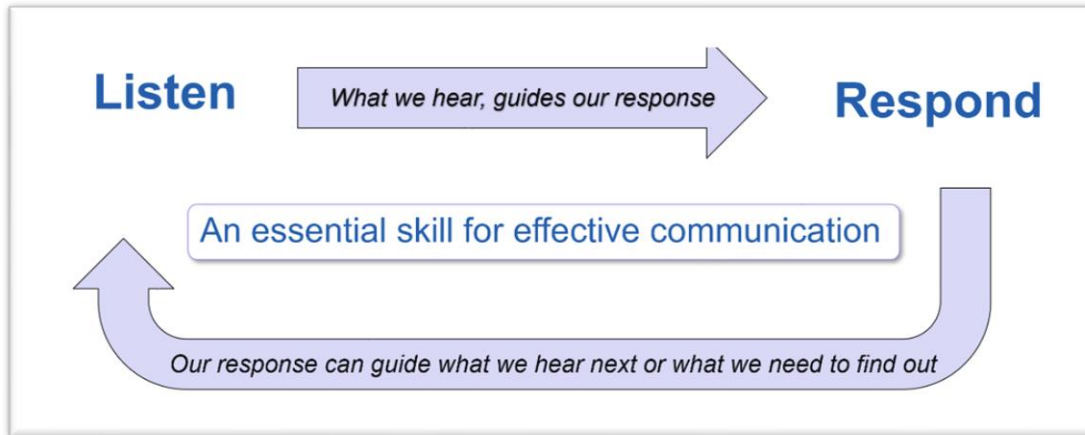


The Importance of Listening

Why is it important to listen?



Listen

"I'm really worried about the surgery.."

"I'm worried about the general anaesthetic. I'm just terrified that I won't wake up again!"

Respond

"It's understandable. Is there anything particular that's worrying you?"

"Oh, I can see that you are worried. Let me just explain a little bit more about..."

Listening and the Clinical Communication Criteria



A: Relationship building

Listen →

To show the right kind of empathy

I woke up and I was struggling to catch my breath. I just couldn't breathe, I thought I was going to die!

~~*I understand your concerns. That must have been frustrating*~~

Oh, that must have been very scary for you.

I have been here for hours! I don't want to stay any longer – I just want to go home!

~~*I understand you are worried, but I can reassure you that everything will be fine.*~~

I know, and I understand that it's frustrating having to wait so long, but it's really important that we wait for the test results before you go home.

B: Exploring ideas, concerns & expectations

Listen

To find out what's worrying the patient

And pick up on patient cues – indications as to their thoughts and feelings

Listen to what the patient is specifically concerned about and ensure that your responses reflect this.

Nurse: Does your son have any medication prescribed for his eczema?
 Mother: Well, he was prescribed a steroid cream, but I don't use it.
 Nurse: ok, is there any reason why?
 Mother: Yes, I don't feel comfortable using it, I have read online that it's not good to use on a child
 Nurse: ok, is there anything that particularly concerns you about the steroid cream?
 Mother: Well, I read that steroids are addictive and can cause long-term damage to the body, so I don't want to risk it
 Nurse: I see...well, it's understandable that you are worried, but let me reassure that it is a very small dose and applied to the skin only.
 Mother: um...I'm not sure.
 Nurse: I understand you are hesitant, but I can assure you that it is very safe to use. It has been prescribed specifically for your son's eczema and it's really important that you use it when his skin flares up like this as it will help reduce the inflammation and stop him itching so much.

How is the mother feeling?

A: annoyed
B: concerned ✓
C: judged

Ask questions and listen so that you can....

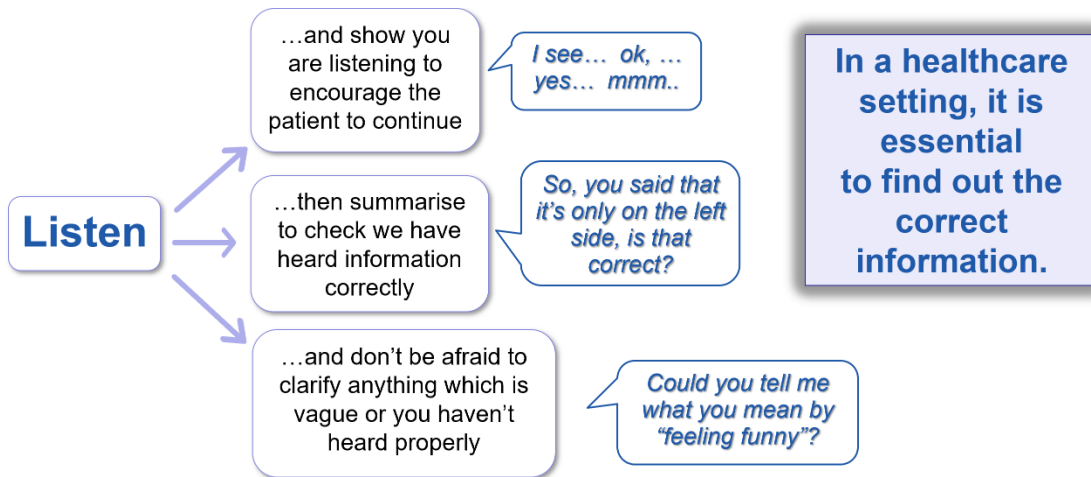
- ✓ Establish the concerns of the patient
- ✓ Pick up on their verbal & non-verbal hints

...and then you can

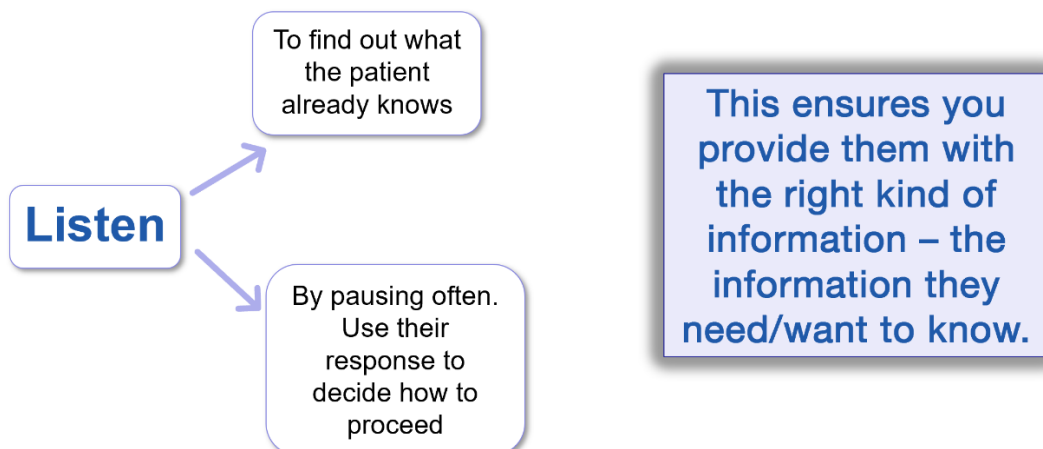
- ✓ Respond appropriately
- ✓ Relate your advice back to what they have said



D: Information gathering



E: Information giving




Listening: An essential skill from Day 1

Listening is essential for clinical communication:

- ✓ for the OET exam
- ✓ with real life patients

Developing these skills will help you in your future career in an English speaking environment

You can use these skills from Day 1



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