

THE ART OF LISTENING

GOALS

- ◆ increased communication between all the stakeholders through collaboration
- ◆ increased level of trust
- ◆ recognize the power of listening to the patient's story
- ◆ to establish, build and maintain a strong positive relationship between the patient and yourself
- ◆ amplifying the patient voice

HCP/Physicians/Researchers inherently **know the benefit** of:

- ✓ open communication
- ✓ patient centered care
- ✓ shared decision making

Patient perception is **not always** what the HCP/Physician/Researcher intended due to:

- ✓ tone of voice
- ✓ body language,
- ✓ facial expression
- ✓ posture
- ✓ eye contact,
- ✓ gestures
- ✓ distance
- ✓ finishing their sentences
- ✓ interrupting the patient

Need to create a safe environment that is authentic where the patient feels comfortable telling their story

LISTENING IS POWERFUL

LISTENING IS AN ACTIVE PROCESS

Listening means:

- ✓ focus and attention in a distracted free environment
- ✓ interpreting the words for meaning and understanding
- ✓ assessing the information with a view to next steps
- ✓ Seeking clarification
- ✓ Summarizing to ensure mutual understanding
- ✓ Using encouraging words that set the stage for "risk taking"
- ✓ Collaboratively establishing a plan of action

If you do not get critical listening right and your judgment is not accurate then you stand to lose serious credibility.

Narrative medicine (listening to the patient's story) has been shown to improve health care outcomes for both the patient and HCP.