

UNIT 2

CONCEPT OF ACTIVE LISTENING IN NURSING PART 1



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English for Nursing Communication II



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OUTLINE

1. Concept of academic reading in nursing
-reading strategies and exercises applicable to answer news, research articles, commentaries, academic paper healthcare issues
2. Concept of active listening in nursing Part 1
-news related listening exercises
3. Concept of active listening Part 2
-conversation, lecture listening related exercises
4. Concept of writing in nursing Part 1
-narrative writing related activities
5. Concept of writing in nursing Part 2
-nurse' resume related writing activities
6. Concept of writing in nursing Part 3
-nurses' notes writing related activities
7. Concept of writing in nursing Part 4
-nursing care plan writing related activities
8. Concept of writing in nursing Part 5
-laboratory reports related activities
9. Concept of writing in nursing Part 6
-hand over reports/nurses' endorsement reports
10. Concept of writing in nursing Part 7
-case study related activities
11. Concept of writing in nursing Part 8
-writing research papers
12. How to communicate with patients in the medical ward
-listening, reading, writing related exercises
13. How to communicate with patients in the surgery ward
-listening, reading, writing related exercises
14. How to communicate with patients in the orthopedic ward
-listening, reading, writing related exercises
15. How to communicate with patients in the maternal and child ward
-listening, reading, writing related exercises



OBJECTIVES:

At the end of the course, each student nurses should be able to:

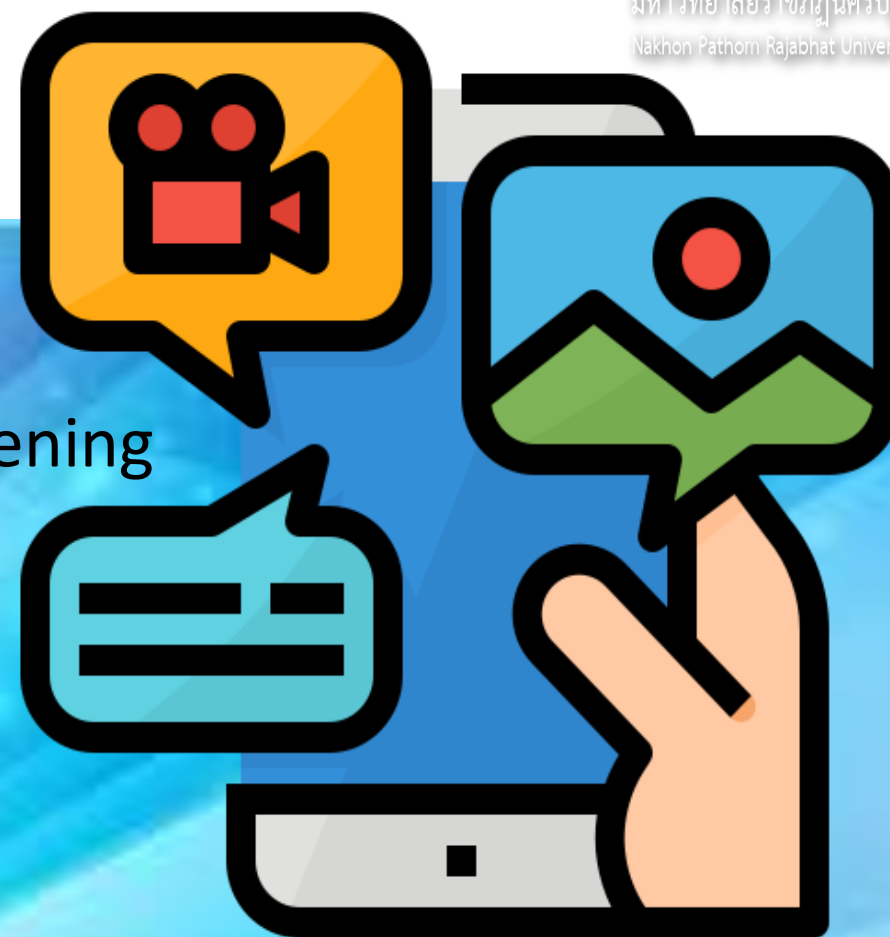
1. Comprehensively apply the concept of active listening in nursing.
2. Comprehend news related listening exercises.
3. Review the concept and answer the practice test.

OVERVIEW

Active listening is the ability to paraphrase nursing information, avoiding interruption while the speaker is speaking and doesn't formulate a stance not until a speaker is done speaking. It is a skill that can be acquired and develop with practice. This also involves attending to and comprehension of spoken texts in academic settings like lectures, tutorials, small group discussions and seminars.

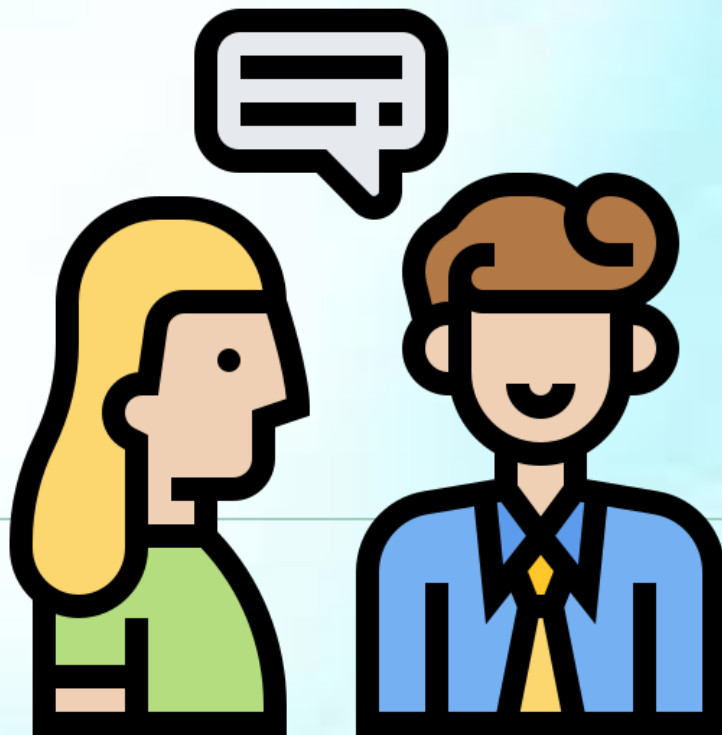
CONTENTS:

1. The importance of active listening
2. The difference between hearing and listening
3. The listening process
4. Types of active listening
5. Types of listeners
6. How to become an active listener



ACTIVE LISTENING IN NURSING₁

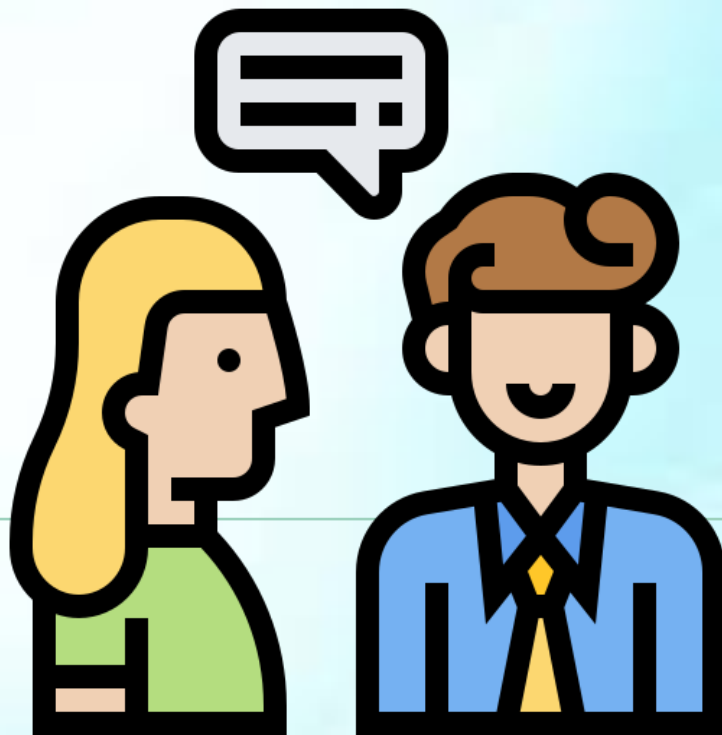
1. The importance of active listening



- ✓ it builds relationships
- ✓ it creates new ways to approach issues
- ✓ it diffuses emotional situations
- ✓ it avoid costly errors

ACTIVE LISTENING IN NURSING₁

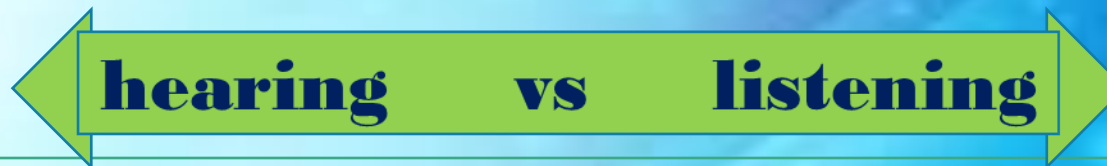
1. The importance of active listening



- ✓ it increases productivity
- ✓ it improve work relationships
- ✓ it improves persuasive negotiation skills
- ✓ it reduces conflict and misunderstandings

ACTIVE LISTENING IN NURSING₂

2. The difference between hearing and listening



Hearing

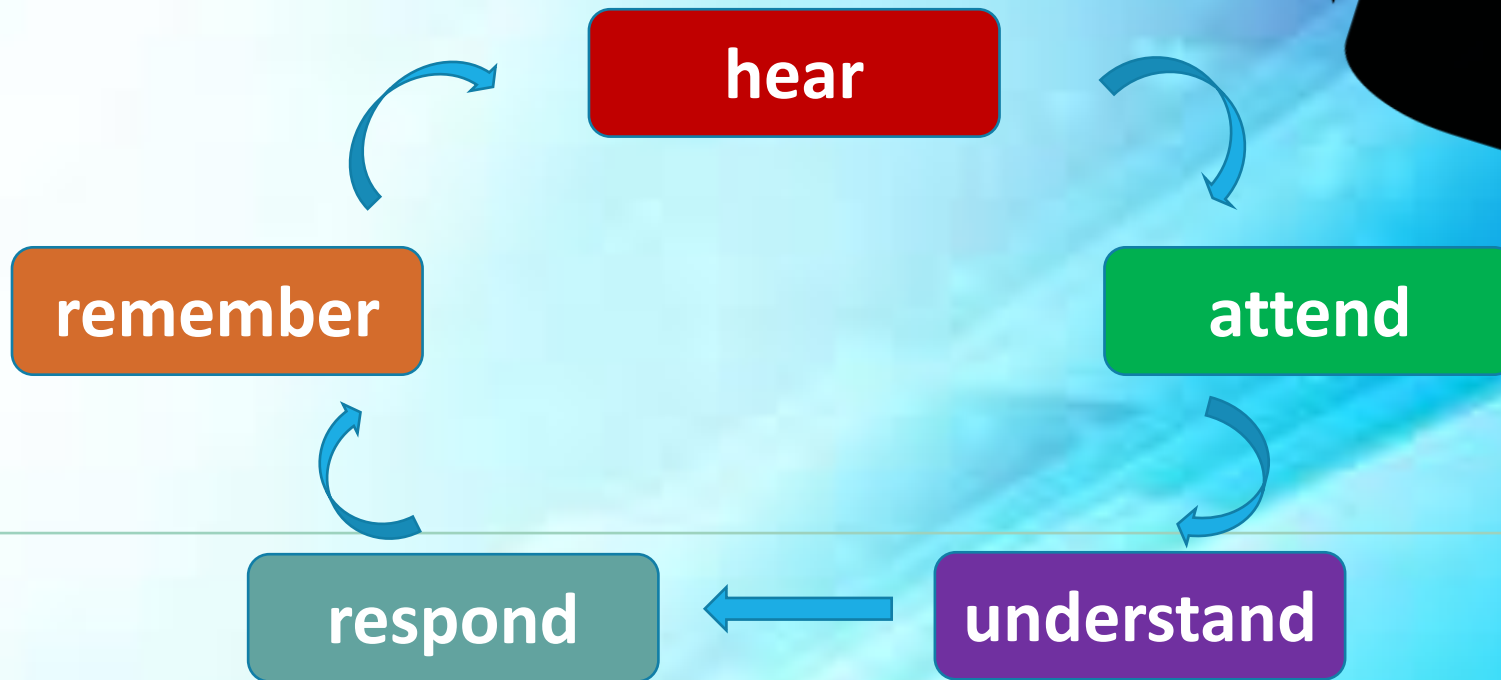
- ☐ Implies perceiving sounds
- ☐ Is a passive process
- ☐ Involves effortless activity

Listening

- ☐ Understanding information with involvement from mind and body
- ☐ It is an active process
- ☐ Requires conscious efforts, concentration and interest

ACTIVE LISTENING IN NURSING₃

3. The listening process



ACTIVE LISTENING IN NURSING₃

3. The five (5) listening process:

hear



- ✓ occurs when soundwaves hit the ear
- ✓ involves no deciphering/interpretation
- ✓ is a prerequisite to listening

ACTIVE LISTENING IN NURSING₃

3. The five (5) listening process:

attending



- ✓ filters heard messages (focus on some)
- ✓ can be heard
- ✓ attend better when there's personal gain

ACTIVE LISTENING IN NURSING₃

3. The five (5) listening process:

understand

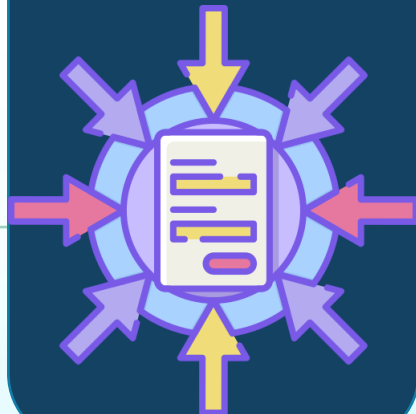


- ✓ requires meaning to be assigned to a message
- ✓ impacted by language interpretation
- ✓ assigns a level of importance to the message

ACTIVE LISTENING IN NURSING₃

3. The five (5) listening process:

responding



- ✓ delivers feedback to the speaker
- ✓ can be:
 - verbal or nonverbal
 - paraphrasing
 - questions

ACTIVE LISTENING IN NURSING₃

3. The five (5) listening process:

remembering



- ✓ recall information
- ✓ builds relationships and trust

ACTIVE LISTENING IN NURSING₄

4. Four (4) types of active listening

| <i>informational</i> | <i>critical</i> |
|---|--|
| <ul style="list-style-type: none"> ❖ perceives information ❖ requires no criticism or judgment ❖ focuses on key points | <ul style="list-style-type: none"> ❖ Requires understanding ❖ Looks for evidence ❖ Checks for logical reasoning |
| <i>appreciative</i> | <i>empathetic</i> |
| <ul style="list-style-type: none"> ❖ Listens for entertainment ❖ Does not involve analyzing | <ul style="list-style-type: none"> ❖ Focuses on the speakers emotion ❖ Allows the listener to see another point of view |



ACTIVE LISTENING IN NURSING₄

5. Four (4) types of active listeners

detached

- ❖ Avoids making eye contact
- ❖ Appears withdrawn
- ❖ Lacks enthusiasm
- ❖ Seems inattentive, disinterested or bored

passive

- ❖ May or may not make eye contact
- ❖ Fakes attention
- ❖ Uses little energy or effort
- ❖ Appears calm and laid back

involved

- ❖ Provides some direct eye contact
- ❖ Has an alert posture
- ❖ Gives the speaker some attention
- ❖ Reflects on the message to a degree

active

- ❖ Has an alert posture
- ❖ Uses direct contact
- ❖ Gives full attention
- ❖ Focuses on what is said
- ❖ Participates fully



ACTIVE LISTENING IN NURSING₆

6. How to become an active listener

1

Pay attention

3

Provide positive reinforcement

2

Show you are listening

4

Provide effective feedback



ACTIVE LISTENING IN NURSING₆

6. How to become an active listener

1 Pay attention

- Look directly at the speaker
- Be open-minded
- Avoid being distracted
- “Listen” to the speaker’s body language
- Focus on what the speaker is saying



ACTIVE LISTENING IN NURSING₆

6. How to become an active listener

2 Show you are listening

- Express appreciation and interest in topic
- Take note and think about what is being said



ACTIVE LISTENING IN NURSING₆

6. How to become an active listener

3 Provide positive reinforcement

- Use verbal and non-verbal acknowledgement
- Smile and use other facial expressions
- Have an open and inviting posture
- Soften facial expressions



ACTIVE LISTENING IN NURSING₆

6. How to become an active listener

3 Provide effective feedback

- Be open and honest in your response
- Assert your opinions respectfully
- Treat the other person like you would want to be treated
- Respond appropriately, be assertive but not aggressive



CONCLUSION:

Once we recognize the difference and become aware of active listening and its barriers, we can better tailor our skills in listening effectively. Also, building up an effective listening skills can enhance our academic, professional and personal success. So, instead of telling your patients “I hear you,”, try out “I’m listening.”



PRACTICE TEST



Directions:



Listen to the track about the lectures and conversations then answer the questions printed in the worksheet.



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A nighttime photograph of a large, modern university building with multiple stories and a curved facade. The building is illuminated with blue and white lights. In the foreground, there is a large, open area that appears to be a sports field or a parking lot, also lit with blue light. The sky is dark blue.

THANK YOU!



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