

# UNIT 3

## CONCEPT OF ACTIVE LISTENING IN NURSING PART 2



**Lecturer:**

Ruffel Joy C. Manalo, RN, MAN  
Faculty of Nursing  
Nakhon Pathom Rajabhat University  
Thailand



# English for Nursing Communication II



## Team Lecturers:

Natthaya Cherngchalard-Chooprom, RN, MNS  
Ruffel Joy C. Manalo, RN, MAN  
Labmie Lynnette L. Dematoque, RN, MN, RM  
Faculty of Nursing  
Nakhon Pathom Rajabhat University



# 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:

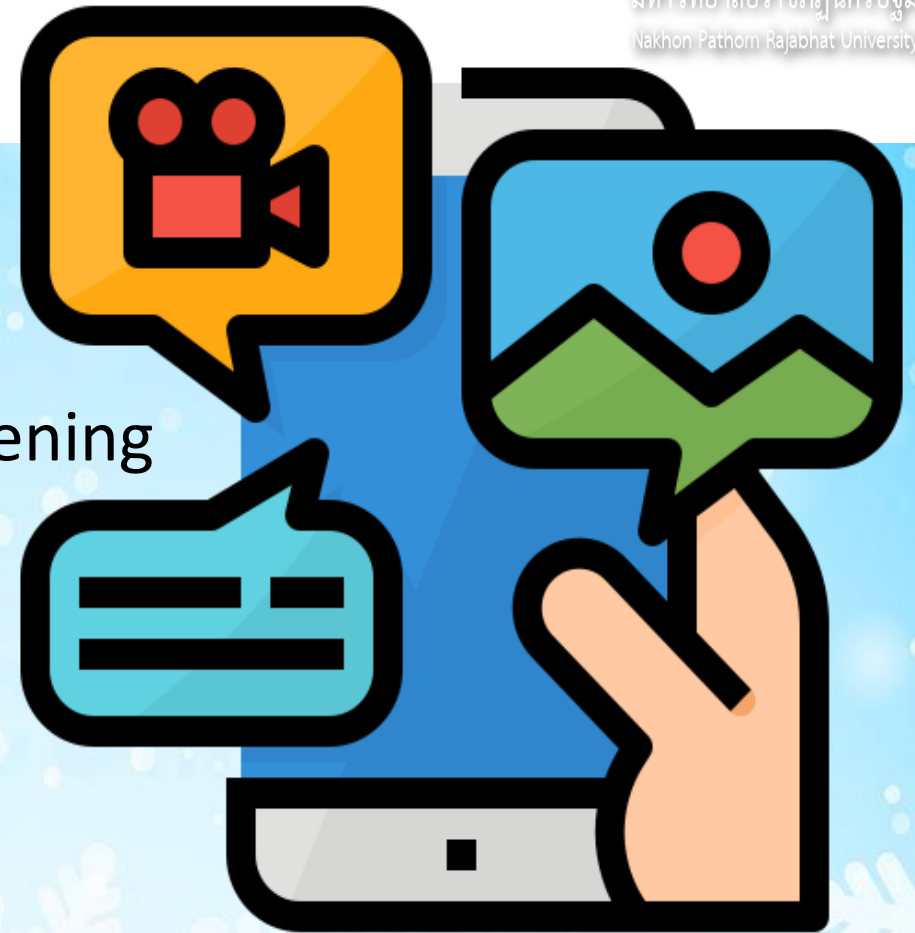
1. Comprehensively apply the concept of active listening in nursing.
2. Comprehend news related listening exercises.
3. Review the concept and answer the listening exercises

# 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 NURSING<sub>1</sub>

## 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 NURSING<sub>1</sub>

## 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 NURSING<sub>2</sub>

## 2. The difference between hearing and listening



### Hearing

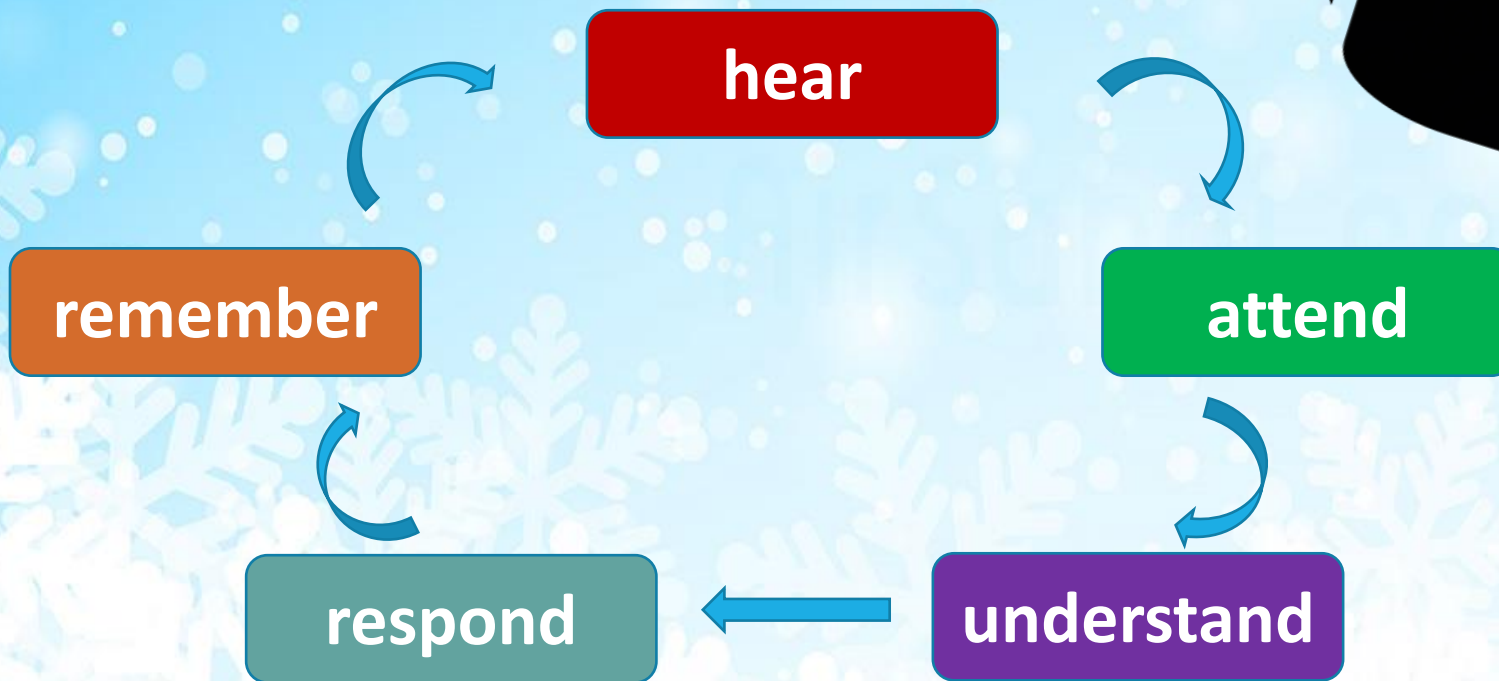
- Implies perceiving sounds
- Is a passive process
- Involves effortless activity

### Listening

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

# ACTIVE LISTENING IN NURSING<sub>3</sub>

## 3. The listening process



# ACTIVE LISTENING IN NURSING<sub>3</sub>

## 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 NURSING<sub>3</sub>

## 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 NURSING<sub>3</sub>

## 3. The five (5) listening process:

understand

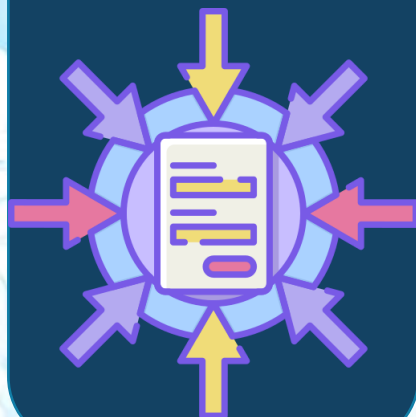


- ✓ requires meaning to be assigned to a message
- ✓ impacted by language interpretation
- ✓ assigns a level of importance to the message

# ACTIVE LISTENING IN NURSING<sub>3</sub>

## 3. The five (5) listening process:

responding



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

# ACTIVE LISTENING IN NURSING<sub>3</sub>

## 3. The five (5) listening process:

remembering



- ✓ recall information
- ✓ builds relationships and trust

# ACTIVE LISTENING IN NURSING<sub>4</sub>

## 4. Four (4) types of active listening

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





# ACTIVE LISTENING IN NURSING<sub>4</sub>

## 4. Four (4) types of active listening

detached	passive
<ul style="list-style-type: none"> <li>❖ Avoids making eye contact</li> <li>❖ Appears withdrawn</li> <li>❖ Lacks enthusiasm</li> <li>❖ Seems inattentive, disinterested or bored</li> </ul>	<ul style="list-style-type: none"> <li>❖ May or may not make eye contact</li> <li>❖ Fakes attention</li> <li>❖ Uses little energy or effort</li> <li>❖ Appears calm and laid back</li> </ul>
involved	active
<ul style="list-style-type: none"> <li>❖ Provides some direct eye contact</li> <li>❖ Has an alert posture</li> <li>❖ Gives the speaker some attention</li> <li>❖ Reflects on the message to a degree</li> </ul>	<ul style="list-style-type: none"> <li>❖ Has an alert posture</li> <li>❖ Uses direct contact</li> <li>❖ Gives full attention</li> <li>❖ Focuses on what is said</li> <li>❖ Participates fully</li> </ul>



# ACTIVE LISTENING IN NURSING<sub>6</sub>

## 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 NURSING<sub>6</sub>

## 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 NURSING<sub>6</sub>

## 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 NURSING<sub>6</sub>

## 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 NURSING<sub>6</sub>

## 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



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





มหาวิทยาลัยราชภัฏนครปฐม  
Nakhon Pathom Rajabhat University



**THANK YOU!**



มหาวิทยาลัยราชภัฏนครปฐม  
Nakhon Pathom Rajabhat University



Ruffel Joy C. Manalo, RN, MAN  
Faculty of Nursing  
Nakhon Pathom Rajabhat  
Thailand

## INQUIRIES:

**Email:** [rjcm02071982@gmail.com](mailto:rjcm02071982@gmail.com)

**Line:** Ruffel Joy RN MAN

**Facebook account:** LuvEsmejardaCometaManalo