



Faculty of Nursing

The concept of Active Listening in nursing:

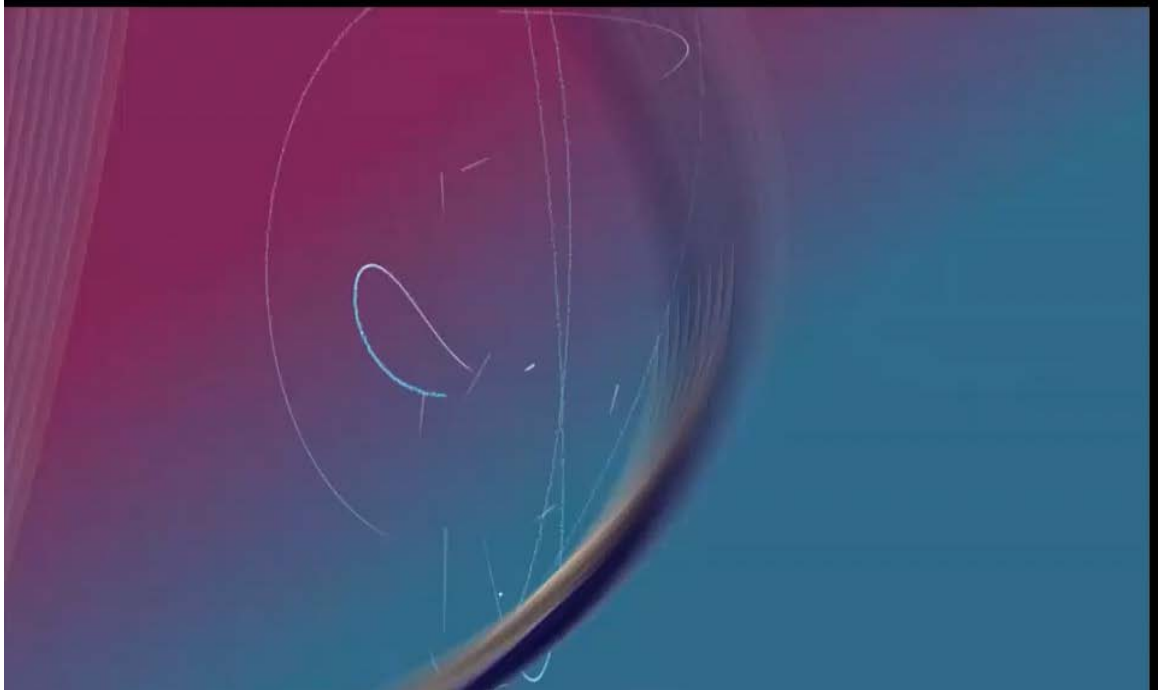
Conversation, Lecture and Listening Exercise

Lesson 3



Let's watch this video!

Nakhon Pathom Rajabhat
University



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What are they
doing?

Do you think
they have a
healthy
conversation?



Learning Outcomes

Identify barriers
to effective
communication
in nursing.

Demonstrate
active listening
skills in
patient's
interactions.

Evaluate
communication
strategies and
suggest
improvements.

Let's Review!

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What is active listening in nursing?



- ❖ Active listening means *fully focusing* on what the other person is saying and showing that you understand.

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What is active listening in nursing?



- ❖ Active Listening helps nurses *connect* with patients from the heart with passion and promotes better care.

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What is active listening in nursing?



- ❖ Active Listening is the process of *fully concentrating* on what is being said rather than just passively 'hearing' the message."

Let's Review!

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Why is it essential
to practice active
listening in
nursing?



- ❖ **Reduces mistakes** and improves patient care
- ❖ **Building trust** between nurses and patients
- ❖ **Helps** nurses understand patient needs better

Let's Review!

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How to practice active listening?



- ❖ Give your focus to the speaker with free from any distractions.
- ❖ Use body language such as nodding and making eye contact.
- ❖ Repeat what the patient says to show understanding.
- ❖ Ask questions to clarify

A nurse and a patient's conversation



Have you ever faced a situation
where a patient
misunderstood your
instructions, or you
misinterpreted a patient's
symptoms? What do you think
are the common barriers?

A nurse and a patient's conversation



Language and Cultural Differences

- ❖ Patients may not speak the same language as the nurse or may interpret words, gestures, or tone differently due to cultural backgrounds, leading to confusion.

A nurse and a patient's conversation



Medical Jargon

- ❖ Using complex medical terms or abbreviations can confuse patients or even other healthcare team members who are not familiar with the terminology.

A nurse and a patient's conversation



Emotional or Physical Distractions

- ❖ Pain, anxiety, fatigue, or stress can prevent patients from fully understanding or processing what the nurse is saying, causing misunderstandings.

A nurse and a patient's conversation



Assumptions and Stereotyping

- ❖ Assuming a patient's needs, knowledge, or background without proper assessment can lead to inaccurate communication and care.

A nurse and a patient's conversation



Poor Listening Skills

- ❖ When nurses are distracted, multitasking, or not fully attentive, they may miss important information, leading to errors in understanding and response.



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What went wrong in this conversation?



Lack of Empathy and Acknowledgement

- ❖ The nurse does not acknowledge the patient's distress or validate their concerns.
- ❖ A more active listening approach would include **verbal affirmations** like:
"I'm sorry to hear that you're in pain and haven't been able to sleep. That must be difficult for you."

What went wrong in this conversation?



Dismissive and Impersonal Tone

- ❖ The nurse comes across as cold and indifferent, particularly when saying:
"You're not the only patient I have today."
- ❖ Frustrating word, instead of giving hope, it can add suffering and pain to the patient.
"I want to make sure you get the relief you need. Let me check your medication orders right now."

What went wrong in this conversation?



Failure to reassure the patient

- ❖ The patient has already had a bad experience with another nurse and is skeptical or doubtful.
- ❖ *I understand you've had a rough night, and I'll make sure you're taken care of as soon as possible.*

What went wrong in this conversation?



Missed Opportunities for Clarification and Comfort

- ❖ While the nurse does ask about pain level (1-10 scale), there is no follow-up to further assess the patient's experience.
- ❖ *Aside from medication, is there anything else I can do right now to make you more comfortable?*

What went wrong in this conversation?

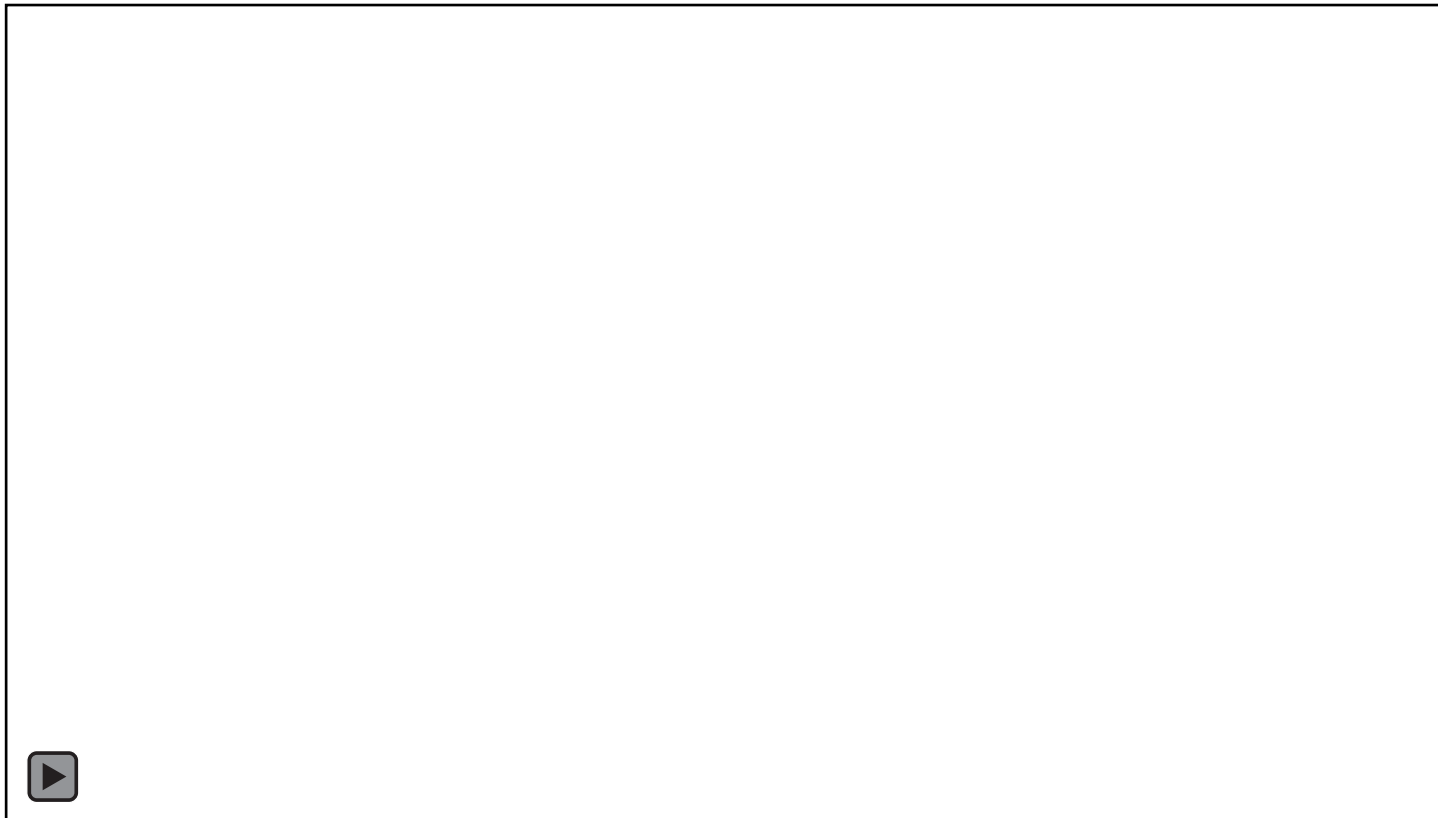


Poor Conversation and A listening habit of a nurse

- ❖ Not making eye contact
- ❖ Interrupting the patient
- ❖ Failing to acknowledge key symptoms
- ❖ Giving a rushed response without clarifying details



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What did the nurse
do differently?

Notice how active
listening improved
communication and
patient trust.

Empathy and Validation

- ❖ The nurse acknowledges the patient's fear and concerns

"Yeah, I'm sure it's not an easy thing right now. The unknown is always a bit scary, isn't it?"



What did the nurse
do differently?

Notice how active
listening improved
communication and
patient trust.

Empathy and Validation

- ❖ The nurse comforts the patient by reassuring their presence and gives emotional security.

"I'll be here today, and I'll take care of you. And I'm on tomorrow as well."



What did the nurse
do differently?

Notice how active
listening improved
communication and
patient trust.

Providing Clear Explanations

- ❖ The nurse explains the biopsy procedure, anesthesia, and pain management.

"They will put you to sleep with anesthesia, and it should not hurt during the procedure. After the procedure, there could be some pain, but nurses will make sure you are medicated."



What did the nurse
do differently?

Notice how active
listening improved
communication and
patient trust.

Acknowledging Past Issues & Ensuring Patient Care

- ❖ When the patient complains about the previous nurse, the current nurse listens without dismissing their feelings.

"Oh, so you felt like you weren't cared for very well?"



What did the nurse
do differently?

Notice how active
listening improved
communication and
patient trust.

Acknowledging Past Issues & Ensuring Patient Care

- ❖ Instead of arguing or making excuses, the nurse responds with an apology and assurance and restore trust in the healthcare system.

"I am so sorry that happened to you last night, and I'll be sure when I give the report tonight that your needs are met."



What did the nurse
do differently?

Notice how active
listening improved
communication and
patient trust.

Offering Assistance, and Checking on Comfort

- ❖ The nurse proactively offers to make the patient more comfortable and This small gesture demonstrates genuine care and attentiveness.

*"I'll grab that little pillow quickly for you,
and I'll be right back."*



So, what should be
the most effective
Conversation?

Conversations that
promote
therapeutic
healing.

- ❖ Maintained eye contact – Showed genuine engagement.
- ❖ Paraphrased key details – Confirmed understanding.
- ❖ Asked clarifying questions – Gathered complete information.
- ❖ Acknowledged concerns – Made the patient feel heard.
- ❖ Reassured the patient – Built trust and ensured proper care.



Instructions:

- ❖ Review the lesson very carefully, including the video presentations.
- ❖ You can watch the videos again for better understanding.
- ❖ Take the assessment test here with all honesty and answer it.
- ❖ Your assessment Quiz is in the LMS dashboard.



*To listen well is as powerful a means of
communication and influence as to talk
well*

-John Marshall, Surgeon and Educator-

<https://youtu.be/2EL8FfMV2Ao>

Thank you