

Active Listening

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SCMA Annual Meeting

April 28, 2023



Training

Objectives

- You will be able to understand what constitutes communication
- You will be able to know the difference between hearing and active listening
- You will be able to apply techniques of active listening
- You will recognize some situations where active listening is necessary

Communication

- Sending
- Receiving
- Understanding



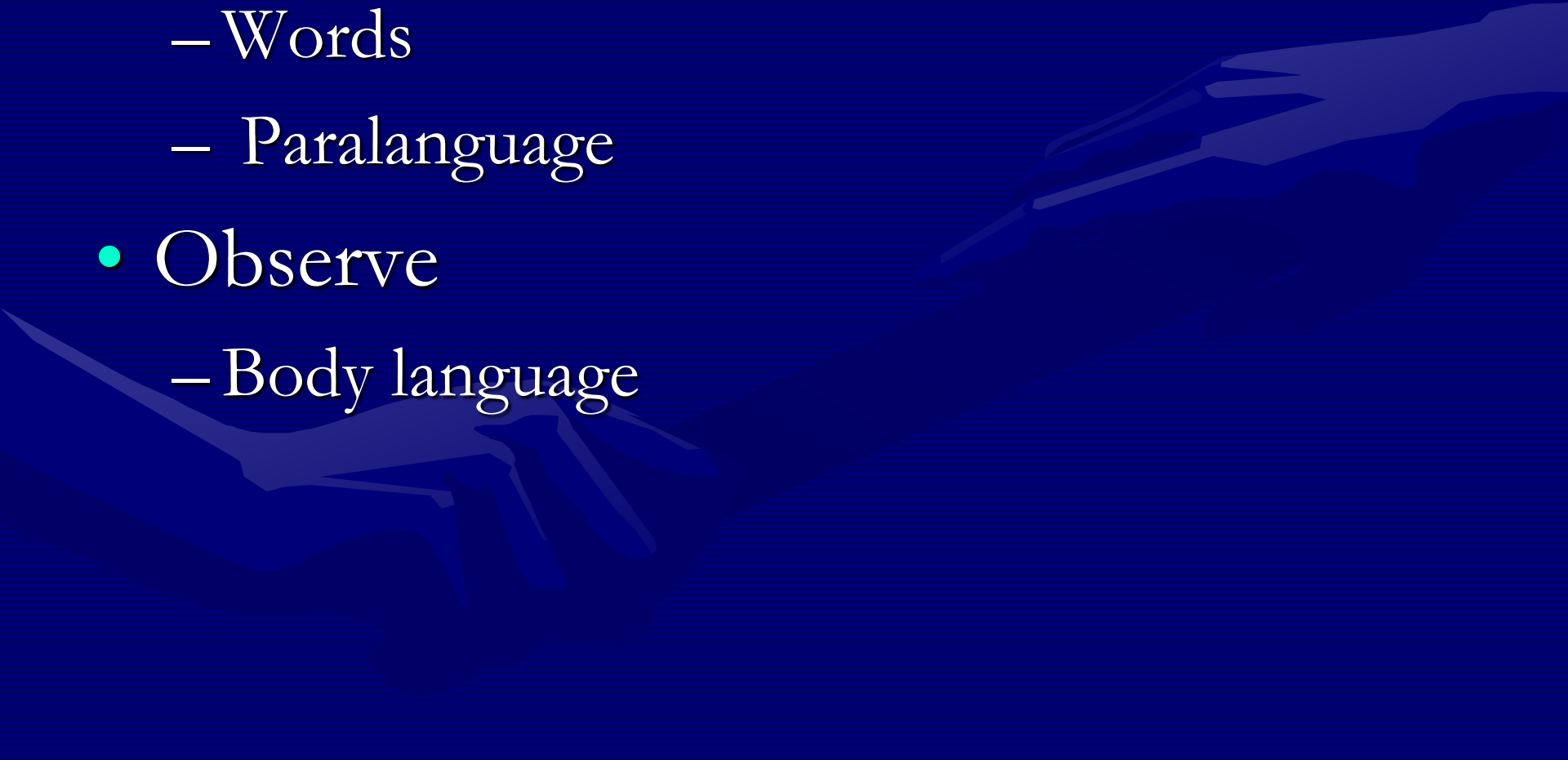
Sending

- Words
- Body Language
- Paralanguage (Rhythm of language)

Mehrabian, Silent Messages, Belmont, Calif.
Wadsworth 1971)

Receiving

- Listening
 - Words
 - Paralanguage
- Observe
 - Body language

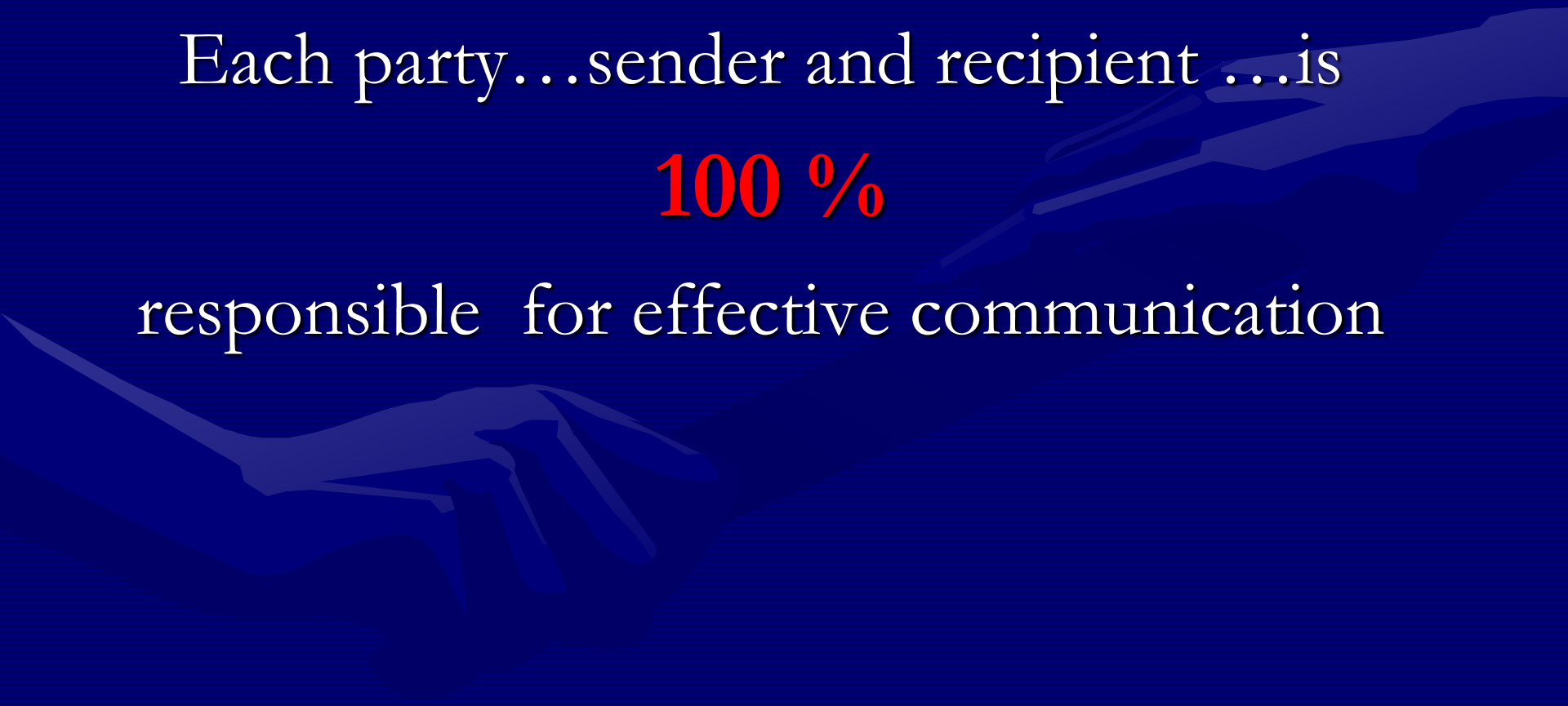


Understanding

Each party...sender and recipient ...is

100 %

responsible for effective communication



Communication

- Face to face
 - Words
 - Tone and Intensity
 - Body language
- Phone
 - Words
 - Tone and Intensity
- Virtual
 - Words
 - Tone and Intensity
 - Body language (Limited)
- Email and Texting
 - Words



Body Language



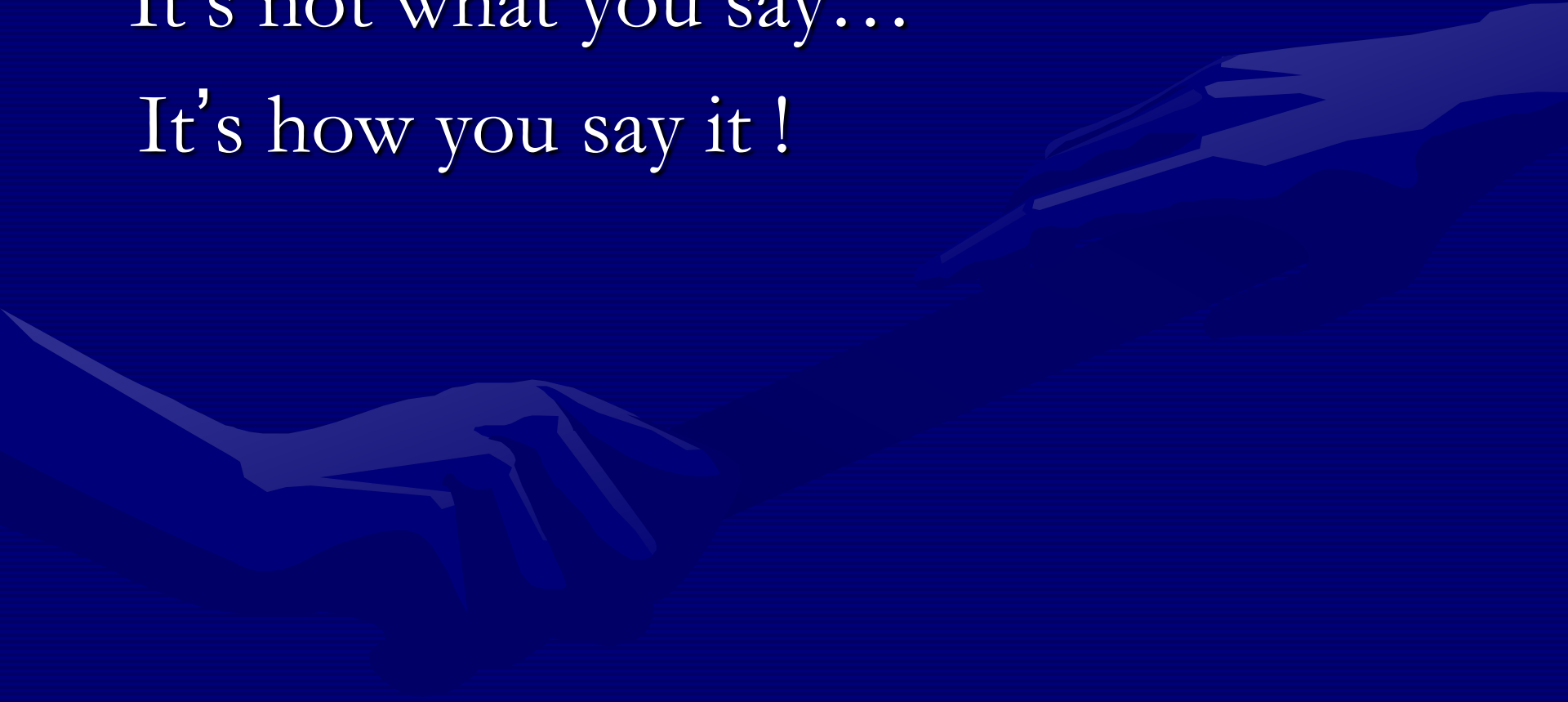
Amy Cuddy

- Stance
- Eye contact
- Obstacles
 - Desk
 - Computer

“Your body language may shape who you are”*

Sending

It's not what you say...
It's how you say it !

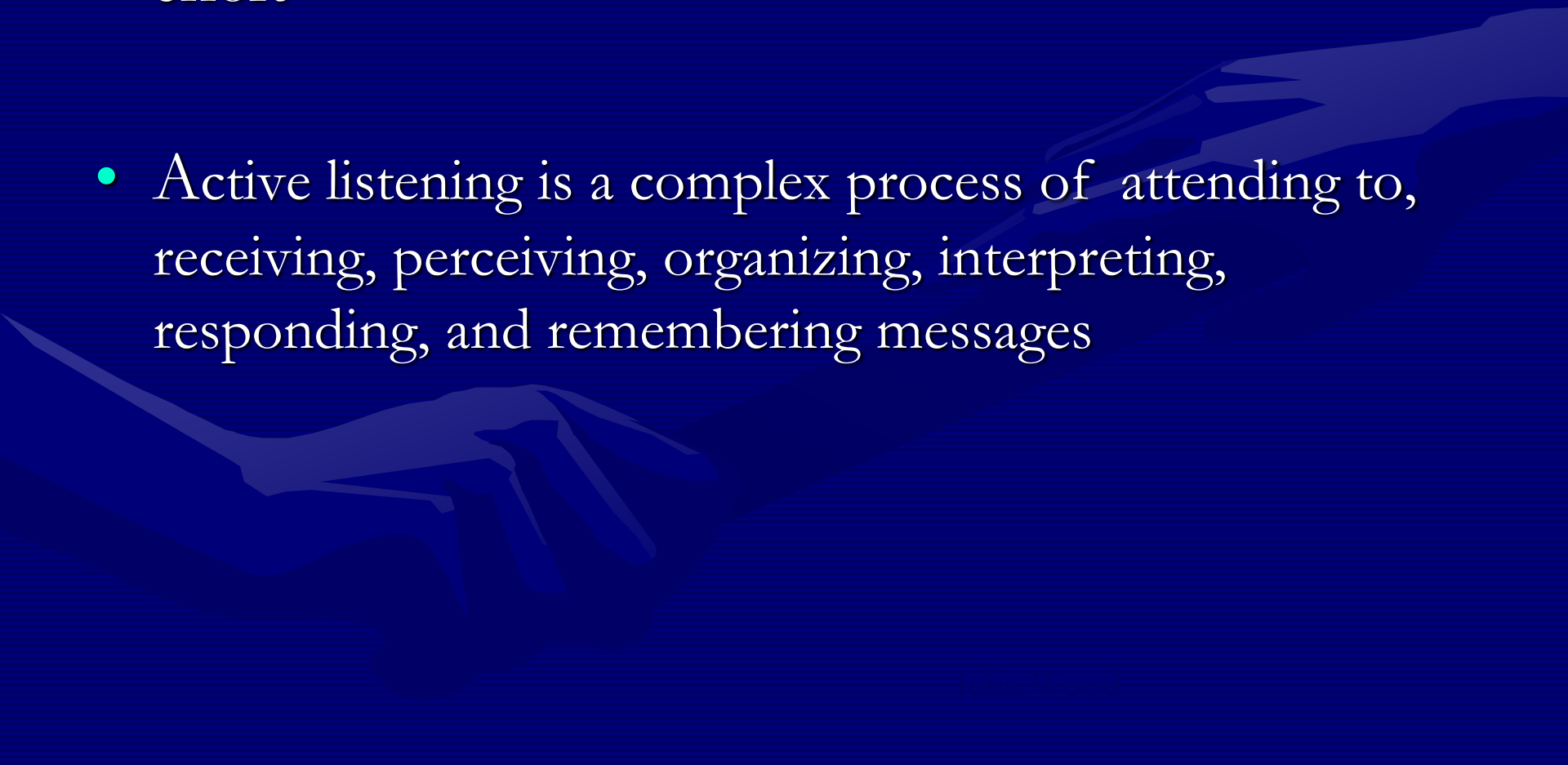


MUTUAL INFLUENCER MODEL

“we cannot not communicate”

Hearing vs. Active Listening

- Hearing is a purely physiological activity requiring no effort
- Active listening is a complex process of attending to, receiving, perceiving, organizing, interpreting, responding, and remembering messages



Active Listening

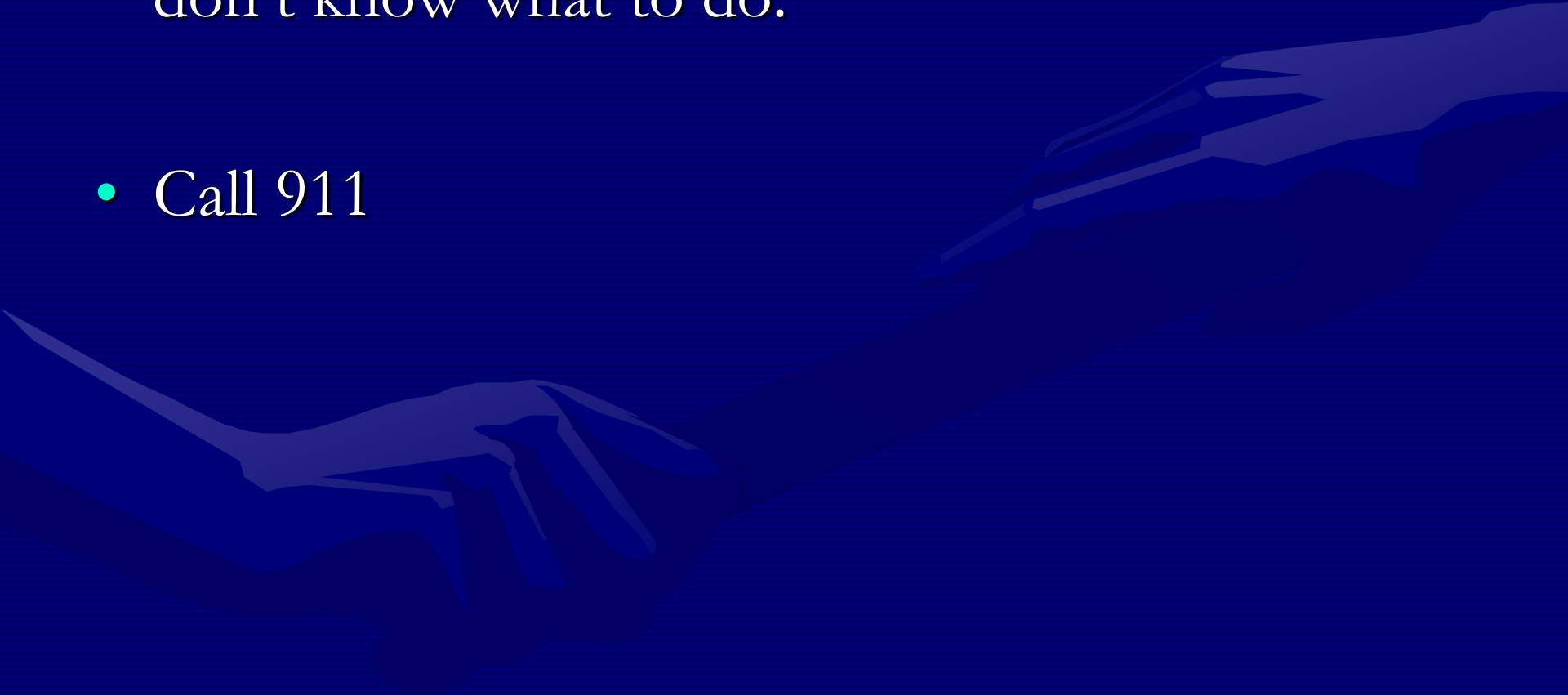
- Everyone has different perceptions of what is said
- In fact, most people “hear” within their own reality, and are often unaware of the perception of others, that is why we must listen and confirm our understanding

Active Listening

- It is difficult to listen well, especially under stress *or during illness*
- Sometimes we are so busy planning what we will say next, we don't really hear or understand what the other person is saying
- Poor listening leads to misunderstandings

Active Listening

- “My wife is having seizures every night and I don’t know what to do.”
- Call 911



Active listening

- Look for underlying interests or meaning
 - Needs
 - Desires
 - Fears
 - Concerns

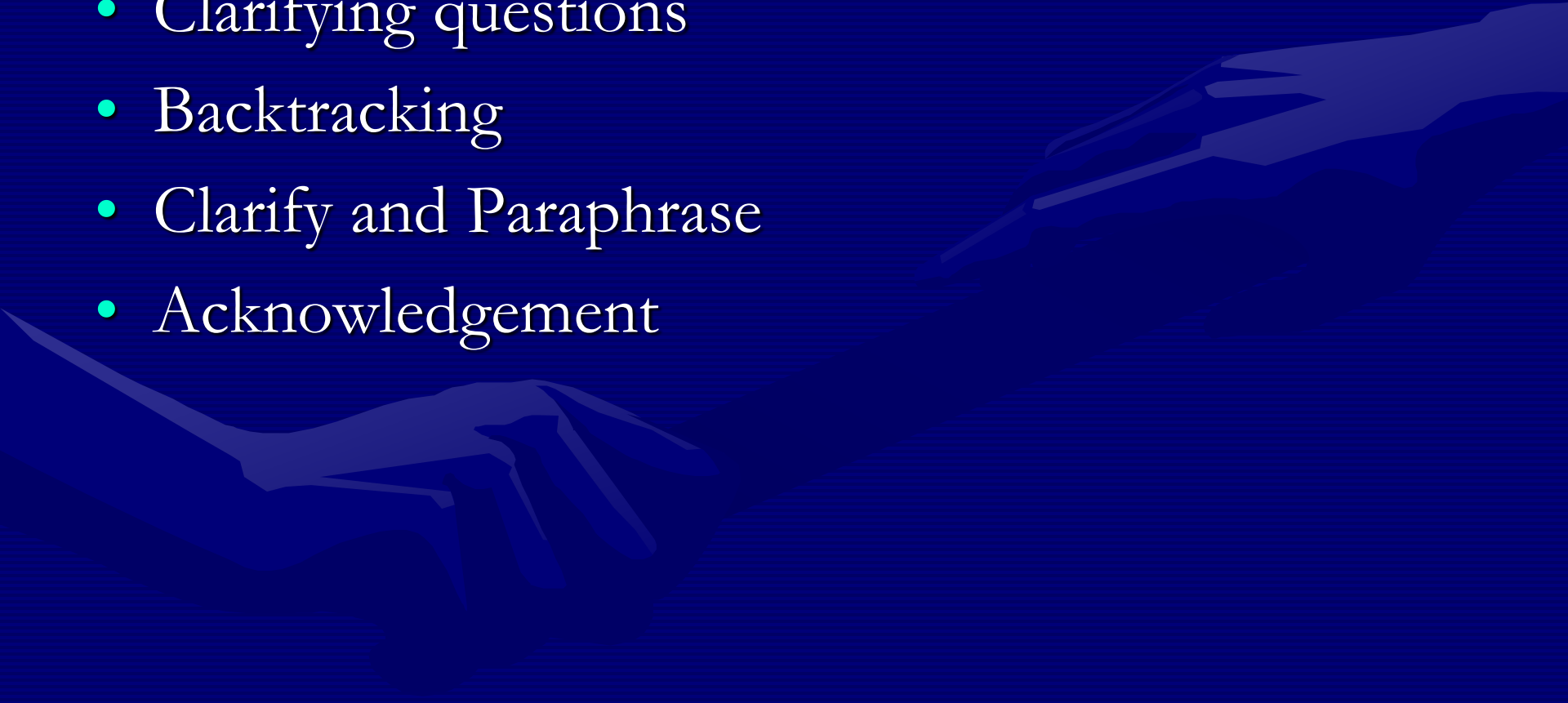


Active Listening Methods 1

- Stop other activities and be mindful
- Look at the speaker; focus on nonverbal cues
- NOTE: Enemy of active listening is multitasking

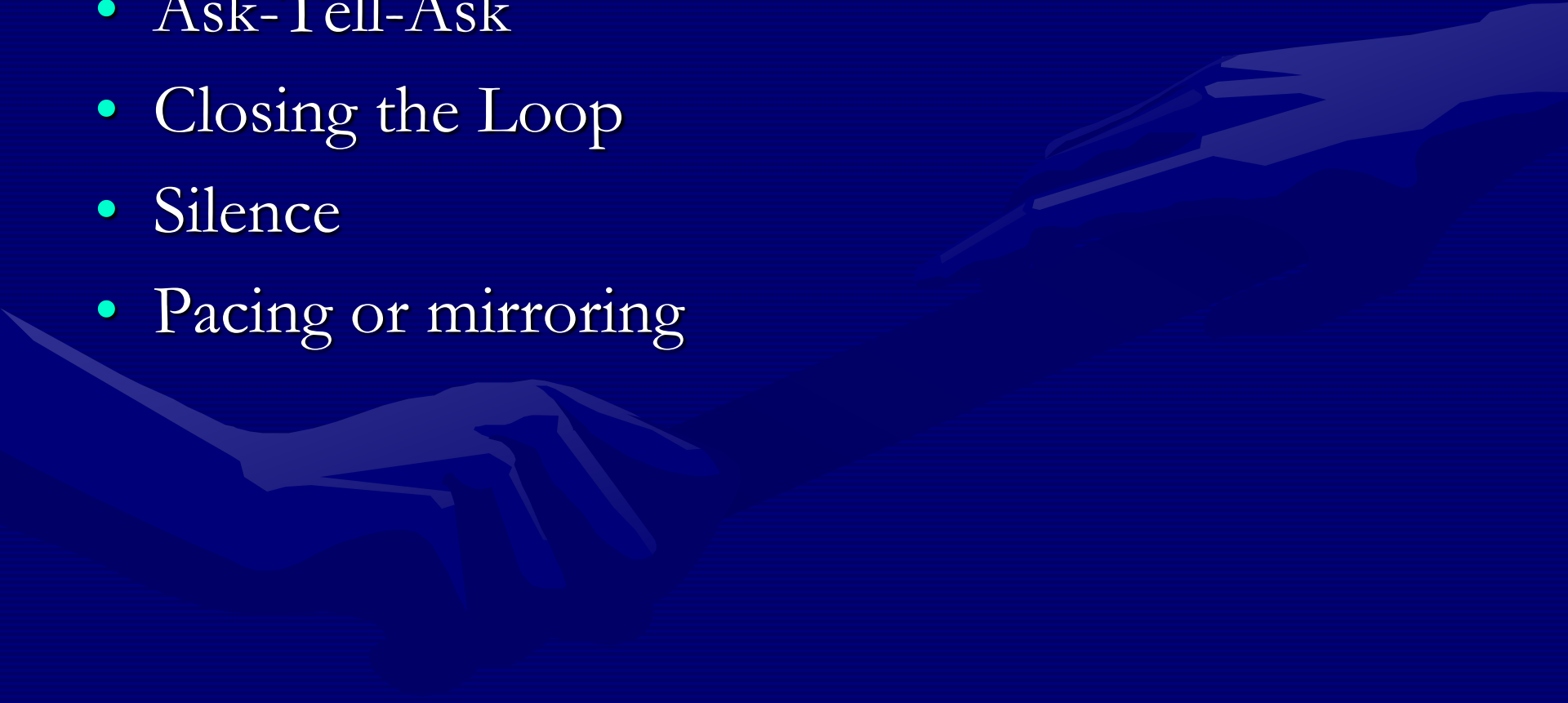
Active Listening Methods 2

- Open end questions
- Clarifying questions
- Backtracking
- Clarify and Paraphrase
- Acknowledgement



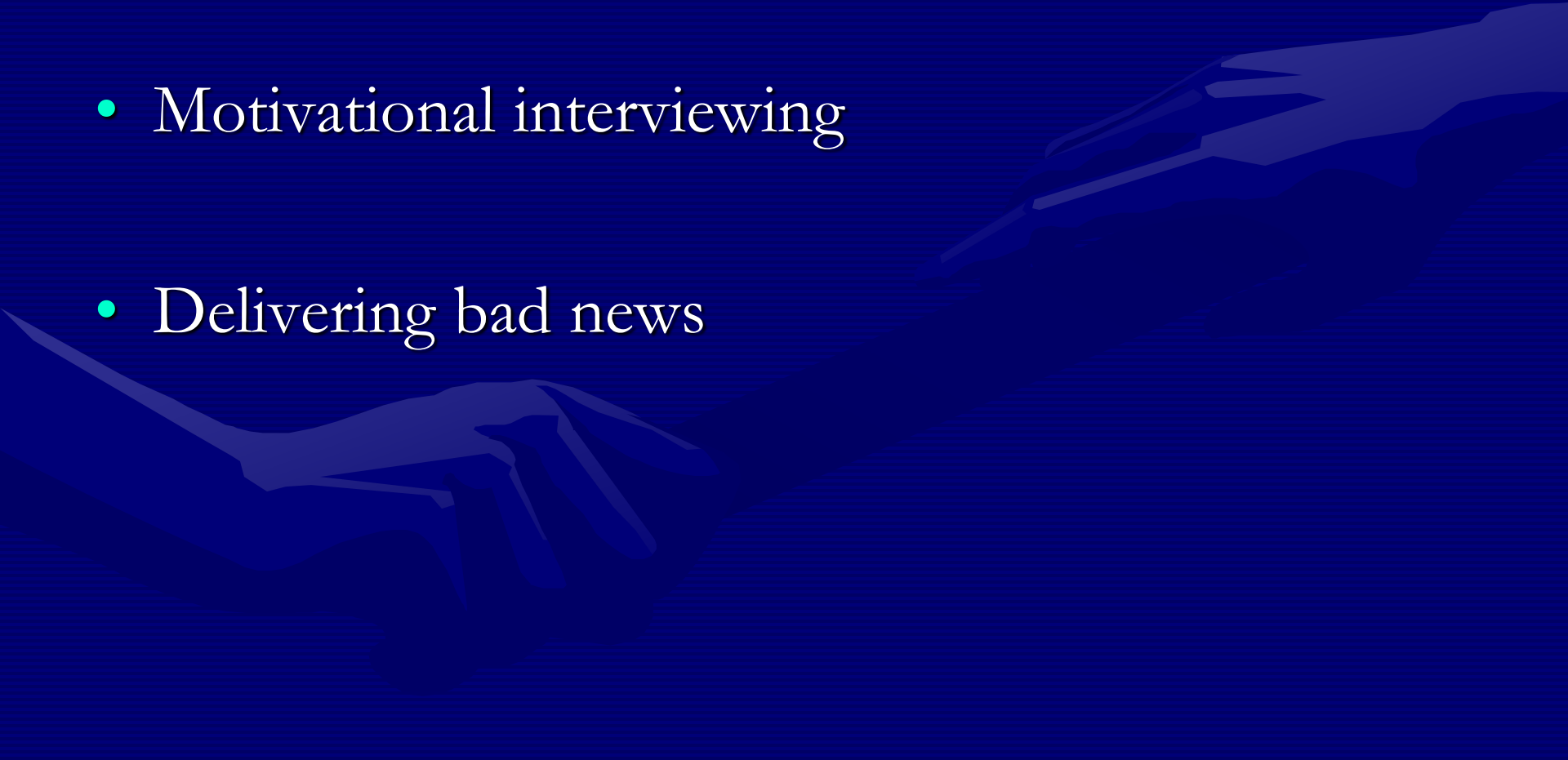
Useful Techniques

- Something else
- Ask-Tell-Ask
- Closing the Loop
- Silence
- Pacing or mirroring



Active Listening Application

- History and physical examination
- Motivational interviewing
- Delivering bad news



History and Physical Exam

“Listen to
your patient,
he is telling
you the
diagnosis”



Sir William Osler

Going Back to Osler

- Enamored with technology
- Facile with EHR
- But most importantly Develop:
 - Powerful Listening
 - Powerful observation
 - Powerful hands

History and Physical Examination

- Interruptions or redirection 18-23 seconds
- Interrupted patients do not complete statements
- Chief complaint is not necessarily main problem
- Completed statements average 60 seconds
- Allowed to complete added 6 seconds

Interrupters

- Closed ended questions
- Elaborator (Tell me more...)
- Re-completer (Back-tracking)
- Statement (Sounds serious...)

Motivational Interviewing

- MI is a collaborative, goal- oriented style of communication with a particular attention to the language of change and commitment talk

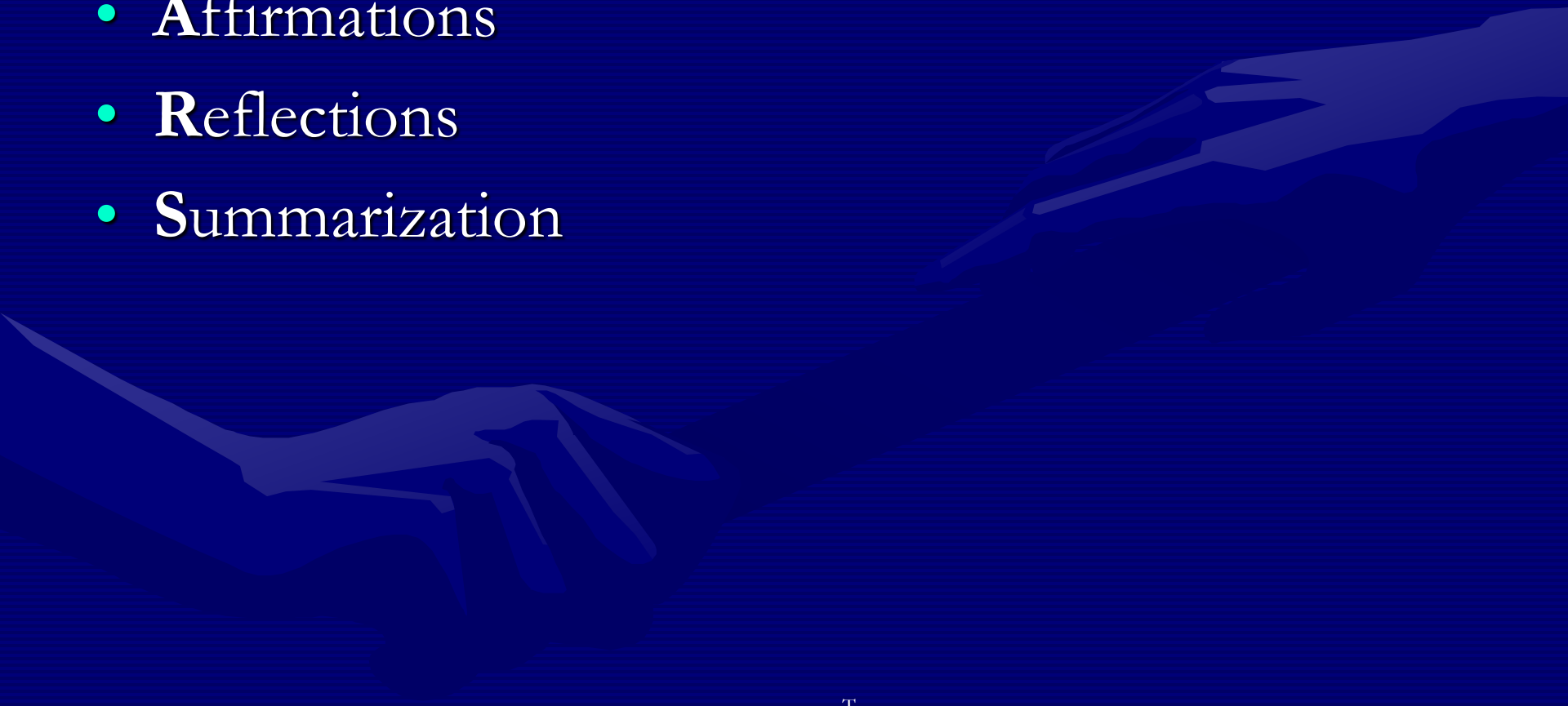
The Spirit of MI PACE

- Partnership
- Acceptance
- Compassion
- Evocation

The Skills of MI

OARS

- **O**pen-ended questions
- **A**ffirmations
- **R**eflections
- **S**ummarization



Delivering Bad News



Bad News

“In the Eyes of the Beholder”

- Affects the patients view of the future
 - Renal failure
 - Severe CHF
 - Cancer
 - High Risk Surgery
 - End of Life
 - Other

SPIKES

- S=Setting
- P=Perception
- I =Invitation or Information
- K=Knowledge
- E=Empathy
- S=Summary or strategize

