

การพัฒนาทักษะการฟังอย่างตั้งใจ ในกระบวนการสื่อสารเชิงวิชาชีพแพทย์

(DEVELOPING ACTIVE LISTENING SKILLS IN MEDICAL COMMUNICATION)

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Topics to Discuss

- ✓ **What is active listening skills ?**
- ✓ **Active listening skills in clinical practice**
- ✓ **How can doctors develop their active listening skills ?**
- ✓ **Roadblocks**
- ✓ **Benefits of active listening**

What is Active Listening Skills ?

- Pay attention
- Show that you are listening
- Provide feedback
- Respond appropriately
- Defer judge

Active Listening Skills in Clinical Practice

- Learn to listen to the patients patiently

- 3 listening modes

 - **Attentive** listening

 - **Responsive** listening

 - **Active** listening

How Can Doctors Develop Their Active Listening Skills ?

➤ Learn to listen to the patients patiently

- Make the patient and the attendant comfortable.
- Show interest in what the patient is saying with your mannerism, body language and active involvement like leaning towards the patient.
- Mannerism like patting shoulder, holding hands or nodding may convince the patient that you care for them and have understood his/ her problem.
- Be careful not to interrupt him/her when he/she is expressing something.
- While concluding, one must ask the patient if he would like to add something more.

How Can Doctors Develop Their Active Listening Skills ?

Table 1. Active listening skills

Attentive body language

- Posture and gestures showing involvement and engagement
- Appropriate body movement
- Appropriate facial expressions
- Appropriate eye contact
- Nondistracting environment

Following skills

(Giving the speaker space to tell their story in their own way)

- Interested 'door openers'
- Minimal verbal encouragers
- Infrequent, timely and considered questions
- Attentive silences

Reflecting skills

(Restating the feeling and/or content with understanding and acceptance)

- Paraphrase (check periodically that you've understood)
- Reflect back feelings and content
- Summarise the major issues

Roadblocks

➤ Judging

➤ Suggesting solutions

➤ Avoiding the other's concerns

Benefits of Active Listening

- The development of meaningful and trustworthy relationship between the doctors and patients
- The diagnostic capability of the doctor is greatly enhanced because of better understanding of patient's problems.
- Useful in managing difficult clinical encounters
- Decrease work stress and increase job satisfaction
- Increases their compliance to the advices given by the doctor
- Positive impact on patient's psychology, mental health, tolerance power and quality of life

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