

# Listening Techniques

## The problem is:

Caregivers are generally viewed as being empathetic, however their behavior might come across differently to the patient. Caregivers might seem rushed, distracted and pressured for time just to keep up with the demands of their medical practice.

Source: AMA Association

## You need to know:

Patients who feel understood are often more open and responsive to their physician's advice. In return, physicians may have an improved sense of professional satisfaction and joy in work.

Source: AMA Association



## Track your progress

Measure the number of times per day the ESP tool was implemented. Track daily and monthly to improve trends.

Role play with staff to develop comfort with the ESP tool.

### Maximize improvements

Action items and tactics are intended to improve patient experience, safety, preventive screening, quality indicators and health outcomes.



## Build an empathy statement

Introduction		Name the Emotion
I can imagine	that	this is very frustrating
I can see	why	you're anxious
I can hear	how	upset you are
It sounds	like	you're very disappointed

## Here's what you need to do...

E-S-P is a great tool to promote better communication AND demonstrates how to apply listening skills.

**E = Empathy:** Using a descriptive word to restate a patient's feelings demonstrates our attempt to connect

**S = Stop:** Allowing for silence prevents us from jumping in with a solution and offers the patient time to think and speak

**P = Probe:** Using open-ended questions allows us to explore the deeper meaning of what the patient is saying

## Don't do this...

**Avoid these phrases:** I understand, I'm sure it's nothing to worry about, I know how you feel, everything happens for a reason, at least you...