

Remote Practice Insights On-Demand

Reading time:

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Date created: 14/03/2024

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This webinar will focus on ineffective communication and that is why active listening is a core competency of successful communication in healthcare practice.

Despite the commonly held belief that communication skills are innate and intuitive; many studies prove that effective communication is a set of teachable behaviours which can be honed with appropriate training and support¹.

For primary care practitioners, especially GPs, consultations for minor ailments constitute a large part of the workload. Regardless of the severity of ailment, GPs still need to demonstrate affective communication skills like those required to listen actively that are therapeutic and ameliorative to provide support to patients².

Learning outcomes

At the end of this webinar, participants will be able to:

- Discuss the requirements of emotionally competent listening to communicate effectively and accurately.
- Identify relevant frameworks to guide and inform discussions around difficult issues with patients, families, and colleagues.
- Implement effective strategies to minimise medico-legal risk in various clinical scenarios.

MIPS resources

- [Practising with care - Resolving difficult patient interactions](#)
- [Communication - it doesn't have to be so clinical](#)

MIPS on Demand Online modules with CPD

1. Tennant, K., Long, A., & Toney-Butler, T. J. (2017). Active listening. *Journal of Clinical Pharmacy and Therapeutics*, 42(1), 1-10.
2. Toney-Butler, T. J., & Long, A. (2007). Active listening in medical consultations: Development of the Active Listening Observation Scale (ALOS-global). *Patient education and counseling*, 68(3), 258-264.

[Watch the webinar](#)
