

# Understand, respond and reflect - the art of active listening

Reading time:

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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 support<sup>1</sup>.

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 patients<sup>2</sup>.

## 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.

## Q & A

⊕1. I think I find it difficult when a patient has many doctors that talk to one another or don't care about what each other wants/needs.

⊕  
2. It is critical that senior clinicians lead by example. if we practice with empathy, our junior colleagues learn from us and do the same.

⊕3.Can you comment on the use of directing follow-up time to patients?

⊕  
Disclaimer

## 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

<sup>1</sup>Tennant, K., Long, A., & Toney-Butler, T. J. (2017). Active listening.

<sup>2</sup>Fassaert, T., van Dulmen, S., Schellevis, F., & Bensing, J. (2007). Active listening in medical consultations: Development of the Active Listening Observation Scale (ALOS-global). *Patient education and counseling*, 68(3), 258-264.

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