

## Listening skills lecturette

### Aims:

- To highlight the difference between hearing and listening and explore how well we do the latter
  - To introduce the listening skills of attending, following and reflecting
  - To provide an opportunity to test out and develop these skill sets
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### Introduction (10 minutes)

ON BOARD- “Listen or thy tongue will keep the deaf”  
Indian Proverb

*What does this mean to you? How true is it?*

One study of a mixed audience concluded that 70% of their waking time was spent in communicating- 45% of this was spent listening and 30% was talking.

*If we spend so much time at it we should be good. Do you think that is the case? What makes for a good listener? (Someone to demonstrate a “listening pose”!)*

So there are definite skill sets that are involved in creating a good listener- unfortunately these skills are battered out of us at an early age and so we need to rediscover them.

In this session I want to recap on the key listening skill sets and then give you an opportunity to test out the importance of these skills in “the clinic”.

**PPT (15 minutes)** Listening skills- conclusion wrapped up with last slide using the quote...

**Listening clinic (60 minutes)** Into four groups (c6 per group)- with PPT notes and highlighting the exercise task in hand. Each group has outside observer. Each person in group has chance of interviewing and being interviewed for three minutes then up to 10 minutes in total for feedback from observer and extra comments from group, plus comments from interviewer and interviewee on how well they feel they did and what it felt like, on the receiving end!

No need for wrap up as done in small groups.