



Listening in care



Listening skills are very important in care situations to:

- take a history
- find out where the pain is
- get to know the patient's preferences
- follow instructions
- take messages
- know if a machine is working properly
- help people work through problems

Listening to a person can be a very important part of **therapy**.

When we listen to someone we can take in details such as the names of family members, pets or hobbies. We can use this information in conversation. For example, by asking something like, 'How's Ella's knee?' we make a person feel **valued**.

When someone's describing a problem or situation they often include other comments that may have nothing to do with the problem itself. So it's important to listen very carefully to pick out the important information and sometimes to **guide the speaker** back to the main point of the conversation.

Listening helps to build rapport and encourages trust. This may lead the speaker to give you important information that can help with their treatment.

