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Listening and Observation Skills Workshop

Experiment 2 - Practical Notes

Name: _____ Roll no.: _____ Date: _____

Aim

To practise active listening and distinguish observed cues from assumptions.

Principle

Listening includes attention, open questions, paraphrasing and clarification. A posture or tone is an observable cue, not proof of a person's emotions, adherence or diagnosis.

Requirements

- Fictional patient concern cards and paired role-play groups.
- Listening checklist and three-minute timer.

Procedure

1. Listen first

Allow the speaker to describe the concern without an avoidable interruption.

2. Observe neutrally

Record a cue such as "speaks quietly" rather than a conclusion such as "uncooperative."

3. Ask openly

Use "What has been difficult about following these instructions?" before narrowing to specific details.

4. Reflect

Paraphrase the concern and ask whether the summary is accurate.

5. Clarify barriers

Explore one practical barrier, such as unclear wording or difficulty reading a label, without blame.

6. Close

Summarise agreed questions or actions and exchange roles.

Observations and Record

Listening action	Observed evidence	Next improvement
Open question / pause	_____	_____
Paraphrase / clarification	_____	_____
Neutral cue / final summary	_____	_____

Communication Skills

Worked Example

The numbers below are illustrative; enter your own observations in the record.

- Speaker: "There are too many instructions." Listener: "You are finding the number of instructions difficult. Which part would you like us to go through first?"

Result

Record the completed activity, the feedback received and one specific improvement demonstrated on a second attempt. Use the actual performance record rather than the worked illustration.

Precautions

- Use fictional cases and remove personal identifiers from every worksheet, recording or slide.
- Explain only the instructor-verified prescription or information supplied for the exercise. Refer uncertain clinical questions to the supervising pharmacist.
- Respect the participant's language, comfort and right to pause; obtain permission before recording.

Viva Questions and Answers

1. What is paraphrasing?

Restating the meaning in simpler words and checking accuracy.

2. Does avoiding eye contact prove disinterest?

No. Culture, comfort and individual needs vary.

3. Why avoid blame?

It can discourage disclosure of the actual difficulty.

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