

**Experiment: 03**

**Practical: Empathetic listening in crisis response**

**1. Objective**

To develop empathetic listening skills for responding effectively and compassionately to individuals experiencing emotional distress or crisis in healthcare settings.

**2. Reference**

**3. Requirements**

1. Role play scenario or clinical case study involving emotional distress.
2. Two or more participants acting as a healthcare professional and a distressed patient.
3. Observation checklist.
4. Pen and notebook for recording observations.
5. A quiet, private, and comfortable environment.

**4. Theory**

Empathetic listening is the process of carefully listening to another person's concerns, understanding their feelings, and responding with compassion, respect, and without judgment. It is an essential communication skill for healthcare professionals, as patients may experience fear, anxiety, grief, frustration, or emotional distress during illness or other difficult situations.

Crisis response involves providing immediate emotional support to a person experiencing a stressful or overwhelming situation. Empathetic listening helps establish trust, reduces feelings of isolation, encourages emotional expression, and supports appropriate decision-making.

The major principles of empathetic listening include:

1. Active attention: Give the person your full attention and minimize distractions.
2. Non-verbal communication: Maintain appropriate eye contact, use an open posture, and show attentive facial expressions.
3. Open ended questions: Encourage the person to express feelings and concerns freely.
4. Acknowledgement of emotions: Recognize and validate feelings without criticizing or minimizing them.
5. Reflective listening: Paraphrase the person's statements to confirm understanding.
6. Non-judgmental attitude: Avoid blaming, interrupting, or making assumptions.
7. Supportive response: Offer reassurance through realistic statements, identify immediate needs, and guide the person toward appropriate support.

## **PRACTICAL PSYCHOLOGY IN HEALTHCARE AND COMMUNICATION (BP-108P)**

Healthcare professionals should maintain confidentiality and professional boundaries. If a person indicates immediate danger to themselves or others, urgent assistance from the appropriate clinical or emergency service should be arranged.

### **5. Procedure**

1. Select a case involving a patient experiencing emotional distress.
2. Assign roles to the healthcare professional, patient, and observer.
3. Establish rapport and provide a quiet, comfortable environment.
4. Listen attentively without interrupting or judging the patient.
5. Use open-ended questions and acknowledge the patient's feelings with empathy.
6. Reflect the patient's concerns and identify their immediate needs.
7. Provide appropriate emotional support or referral when necessary.
8. Record observations, provide feedback, and identify areas for improvement.

### **6. Observation Table**

| <b>S. No.</b> | <b>Skill observed</b>                                          | <b>Yes</b>               | <b>No</b>                | <b>Remarks</b> |
|---------------|----------------------------------------------------------------|--------------------------|--------------------------|----------------|
| 1             | Established rapport with the patient                           | <input type="checkbox"/> | <input type="checkbox"/> |                |
| 2             | Maintained attentive body language and appropriate eye contact | <input type="checkbox"/> | <input type="checkbox"/> |                |
| 3             | Allowed the patient to speak without interruption              | <input type="checkbox"/> | <input type="checkbox"/> |                |
| 4             | Used open-ended questions effectively                          | <input type="checkbox"/> | <input type="checkbox"/> |                |
| 5             | Recognized and acknowledged the patient's emotions             | <input type="checkbox"/> | <input type="checkbox"/> |                |
| 6             | Used reflective listening and paraphrasing                     | <input type="checkbox"/> | <input type="checkbox"/> |                |
| 7             | Maintained a calm and non-judgmental attitude                  | <input type="checkbox"/> | <input type="checkbox"/> |                |
| 8             | Avoided minimizing feelings or giving false reassurance        | <input type="checkbox"/> | <input type="checkbox"/> |                |
| 9             | Identified the patient's concerns and immediate needs          | <input type="checkbox"/> | <input type="checkbox"/> |                |
| 10            | Suggested appropriate support or referral when needed          | <input type="checkbox"/> | <input type="checkbox"/> |                |

### **6. Result**

The practical was performed on Empathetic listening in crisis response.