

## **Hi-Touch Health Care: The Critical Six Soft Skills**

### **Communication Competency: Listening**

#### **Post-Test**

1. What is Alder and Proctor's 2011 definition of "Listening?"
2. List and describe the five elements of the listening process.
3. Describe the differences between mindful and mindless listening.
4. Define paraphrasing and describe how it can be used as a listening skill.
5. Identify three general causes of poor listening.

## Hi-Touch Health Care: The Critical Six Soft Skills

### Communication Competency: Listening

#### KEY

1. The process of making sense of others' spoken language.
2. hearing – physical aspect of sound entering  
attending – the psychological process of selection where we decide what gets through  
understanding – making sense of a message  
responding – giving observable feedback to a speaker  
remembering – the ability to recall information
3. Mindful – giving careful and thoughtful attention to the message we receive  
Mindless – when we react to others' messages automatically and routinely
4. Paraphrasing - Restating the other person's comments in your own words verifying your understanding.
5. Information overload  
Pre-occupation  
Not concentrating  
Listening too hard  
Jumping to conclusions  
External interferences  
We think we are good listeners  
We think speaking will earn more rewards than listening  
We are focused on our personal appearance and how we are coming across