

# Preparing for the Conversation

*setting yourself up for success by stopping other tasks and making sure you have the mental, physical, and emotional capacity to focus on the conversation.*

## A Mindful Sensory Practice

- 5 - you see
- 4 - you hear
- 3 - you feel
- 2 - you smell
- 1 - you taste

# *Active Listening & Communication Techniques*

**Preparation** - means setting yourself up for success by stopping other tasks and ensuring you have the mental, physical, and emotional capacity to focus on the conversation.

**Posture** - open posture, leaning forward, mirroring expressions, positioning, culturally appropriate eye contact, and nodding regularly.

**Environment** - remove barriers, ensure privacy, and find a safe space for the staff nurse.

**Open-ended questions** require the speaker to elaborate on her/his perspective.

**Paraphrasing** means restating the speaker's content in your own words. While it may seem redundant and unnecessary, simply repeating what you've heard communicates that you're paying attention and understanding.

**Reflecting** on feelings asks you to empathize with the speaker by imagining how you might feel if you were in the speaker's shoes. The more you can name the emotion, even if they haven't stated it, the more the speaker will likely feel acknowledged and validated.

*Based on Research by Nemec, Spagnolo, & Soydon, 2017*

# Sample Nursing Active Listening Verbatim Form

Date of conversation: \_\_\_\_\_ Date Form was completed: \_\_\_\_\_

This conversation occurred:  In Person.  ZOOM  Phone.  Other

The person completing this form is the: \_\_\_\_\_

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1. After completing the verbatim below, describe what you noticed about yourself during the conversation:

2. Take a moment to describe the person to whom you engaged the active listening technique. Note their strengths, weaknesses, past interaction and any barriers you notice in your ability to engage the active listening technique with this individual.

3. Write the dialogue using this form. Take a few moments to quiet your mind and recall a five-minute conversation with a fellow nurse. Write it as you remember it (it will not be perfect or completely accurate). As you write, note what was happening inside of you, your communication techniques, and what you noticed about the person you spoke with (other).

**Conversation:**  
Record what was said  
as you remember it

**Nurse Leader's  
Internal Responses  
Reactions/Feelings/  
Thoughts**

**Nurse Leader  
Communication  
Technique**  
(See attached Flier)

**Body Language of  
the other person**

*Nursing Leader*

*Staff Member*

*Nursing Leader*

*Staff Member*

*Nursing Leader*

*Staff Member*

*Nursing Leader*

*Staff Member*