

# 3 Listening Strategies to Ensure Accuracy

A lot of information is shared during crisis events. Focusing on listening well will ensure we are hearing and sharing information and directions accurately.

## COMMIT YOUR ATTENTION

By slowing down and managing distractions



**ELIMINATE DISTRACTIONS** - Silence or put away your smartphone. If you are at a computer, lock the screen or block pop-up notifications.



**LISTEN TO HEAR, NOT RESPOND** - Sometimes we stop paying attention because we are busy thinking about what we are going to say. When this happens, let go of your thoughts and refocus on the person speaking.



**BE PATIENT AND GENEROUS** - Let the person speak without interrupting them, and if they pause, use silence to encourage them to continue.



**TAKE NOTES** - Do this when you need to remember a lot of details. It can also help if you struggle to stay focused or tend to get lost in thought.

## PARAPHRASE WHAT YOU HEARD

Restate the main points for your speaker to confirm



When paraphrasing, use statements like "What I heard you say was..." or "If I understand you correctly..."

## ASK CLARIFYING QUESTIONS

To clear up any possible misunderstandings of missed details



Ask questions like, "Would you tell me more about..." or "Please explain what you mean by..." Don't be afraid to speak up to ensure accuracy.

Adapted from **CLiMB™ Listen for Accuracy**

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## PURPOSE

Miscommunication is likely to increase when an environment is hectic, stressful, or highly emotional. Taking the time to focus on being a good listener during stressful times will help prevent mistakes and misunderstandings that can negatively impact care.

## HOW TO USE THIS TOOL

1. Share this tool individually or with your entire team. If used in a huddle, rounding, or other team meeting, allow a few minutes to review the infographic.
2. Use these questions to prompt discussion and reflection:
  - Why is it so critical to reflect on how well we are listening during stressful times?
  - Besides technology, what other distractions are you experiencing during this crisis that may prevent you from committing your attention?
    - How can you work to overcome these distractions?
  - Are there any moments where you feel like you didn't fully understand what you were being told, but you were afraid to speak up?
    - What would help you feel more confident about questioning or clarifying communications?