

Hearing the Unspoken Words

A Gateway to Trust

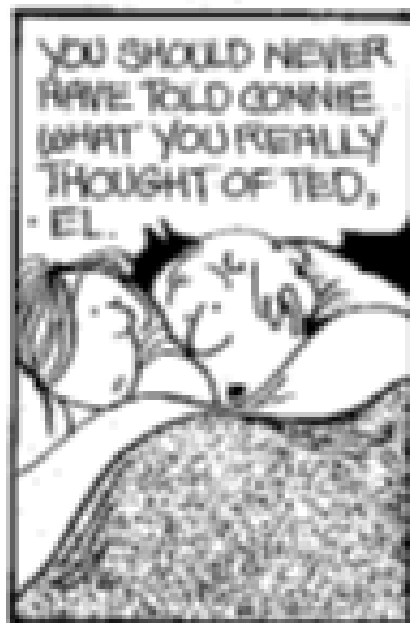
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During this session we will...

- explore ingrained listening and clinical habits that can work against a client's/patient's perceived level of professional empathy and can impede development of requisite trust to move forward.
- look at five clinical scenarios across the life span to demonstrate heightened awareness of unstated concerns, fears or emotional pain.
- reflect on means to enhance personal motivation when low motivation may be hampering forward movement in the rehabilitative process.

For Better Or For Worse / by Lynn Johnston



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True or False

Audiologists are insensitive
and indifferent

Listening... a skill to be honed



Listening test scoring:

- 5 – always
- 4 = frequently
- 3 = occasionally
- 2 = rarely
- 1 = never

- Do you ever ask people to repeat what they just said, even when the listening environment is favorable?
- Do you ever plan on how you are going to respond (e.g.: fix the problem) to someone when that person is still talking?
- Do you ever pretend that you are paying attention to someone?
- Do you ever pay more attention to how the speaker looks, or what words he/she is using, rather than *what* is being said?

- Do you ever find yourself waiting until a person pauses so that you can let him/her know what your opinion is about the situation?
- Does your mind tend to wander when you are listening to someone speak about something that you know about?
- Do you concentrate on the facts when speaking with someone?

5 – always 4 = frequently 3 = occasionally 2 = rarely 1 = never

- Do you ever try to multi-task when listening to someone?
- Do you get so angry or concerned about what someone is saying that you have difficulty listening to what is being said?
- Does your mind tend to wander when you are listening to a topic that is difficult for you to understand, uninteresting, or dull?

5 – always 4 = frequently 3 = occasionally 2 = rarely 1 = never

Test Score

- 10 -15 You are a good listener
- 16 - 26 You're OK, but you could
 benefit from a tune-up
- 27-39 You need to work a little harder
- 40 - 50 You really need some work on
 your listening skills

Why is Good Listening Important?

- It's a precursor to trust
- It brings one more in tune with another's feelings
- Helps translate person's feelings into needs and increases receptiveness toward action

Types of Counseling Defined

- **Content Counseling:** Explains, defines and gives direction.
- **Personal Adjustment Counseling:** Reveals clinician understanding and builds upon renewed patient perceptions of encountered difficulties.
- **Psychotherapy:** Addresses intra-personal conflicts that may have little basis in subjective reality.

A Counseling Theory Overview

- Person-Centered Counseling
- Cognitive Counseling
 - aka Rational-Emotive Counseling
- Behavioral Counseling

Remember the Perception

Audiologists are insensitive and indifferent

Addressing Hearing Loss Concerns though the Life Span



“How are you sure those results are right?”



“They look so big on his tiny ears.”





*I'm not
wearing
those things
anymore.*

Breakout

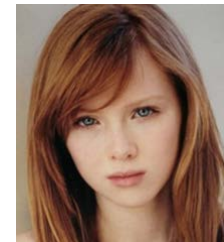
- Newly identified child with hearing loss
 - *How are you sure those results are correct?*



- Infant hearing aid fitting
 - *They look so big on his tiny ears*



- Thirteen-year old girl
 - *I'm not wearing those things any more*



- What might the comment reflect?
 - Emotional transformations
 - Intellectualization
- What counseling theory comes into play?
 - Counselor attributes of person-centered counseling
- A possible empathic response?



- What is the mother really saying here?
 - What emotions are in play?
- What counseling theory comes into play?
 - Again, counselor attributes of person-centered counseling
- A possible empathic response?



- What camp do we want to fall into?
 - Enemies and Allies
- External vs Internal Motivators
- What counseling theory comes into play?
 - Counselor attributes of person-centered counseling
 - Rational-Emotive?
 - Behavioral?
- A possible empathic response?





*I thought
hearing aids
were for old
people.*



*I couldn't
ask them to
do that.*

*“I think I
forgot to die”*



Breakout

- 57 year-old woman with news she does not want
 - I thought hearing aids were for old people



- 74 year-old man
 - I couldn't ask them to do that.



- Older woman with multiple health problems
 - I think I forgot to die



- What is this woman really saying here?
- What counseling theory comes into play?
- A possible empathic response?
- Importance and self-efficacy rankings?





- What is this man really saying here?
- A possible empathic response?
- Importance and comfort rankings?

- Our response?
- Who is our patient really?
- Patient-centered ethics
- A last ditch effort
- Helping when help is rebuffed



When we see patients they may be...

- Confused over the diagnosis
- Uncertain about the rehabilitative recommendations given
- Worried about the prognosis of the condition
- Disappointed and experiencing emotional pain
- They are reluctant to move outside of their comfort zone

