

Active Listening and Empathic Communication

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DRIVING **CHANGE2023**
THE URGENT CARE CONVENTION

The Pediatric Urgent Care Conference



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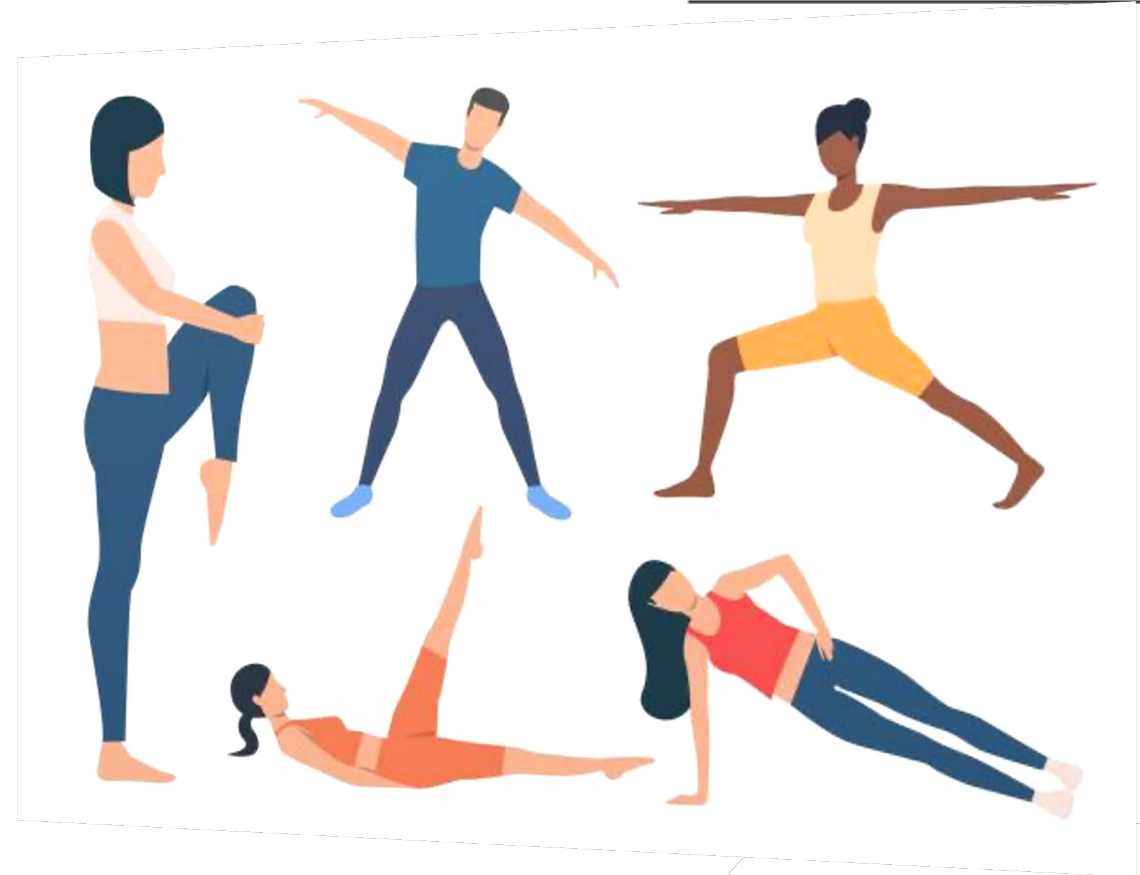
- I have no financial disclosures

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Warm Up

- Do not share your instructions
- 90 seconds for Part 1
- Pause
- 90 seconds for Part 2



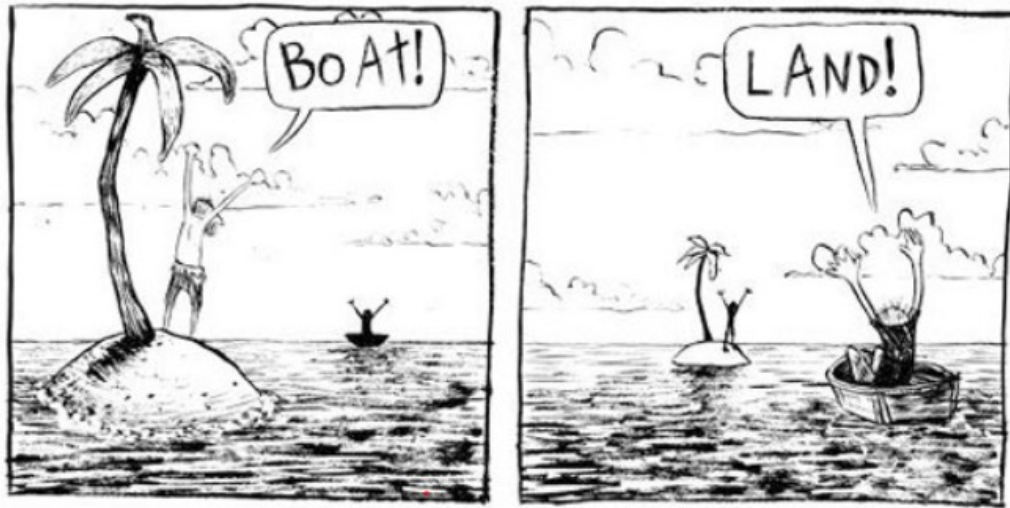
Discussion

- How did group A feel?
- How did group B feel?
- What changed between exercises?



Don't listen to respond, listen to understand.

Components of Empathy



It sounds like you're very concerned about...



“Empathy is a choice, and a vulnerable one. In order to connect with you I must connect with something in myself that relates.”

Brené Brown

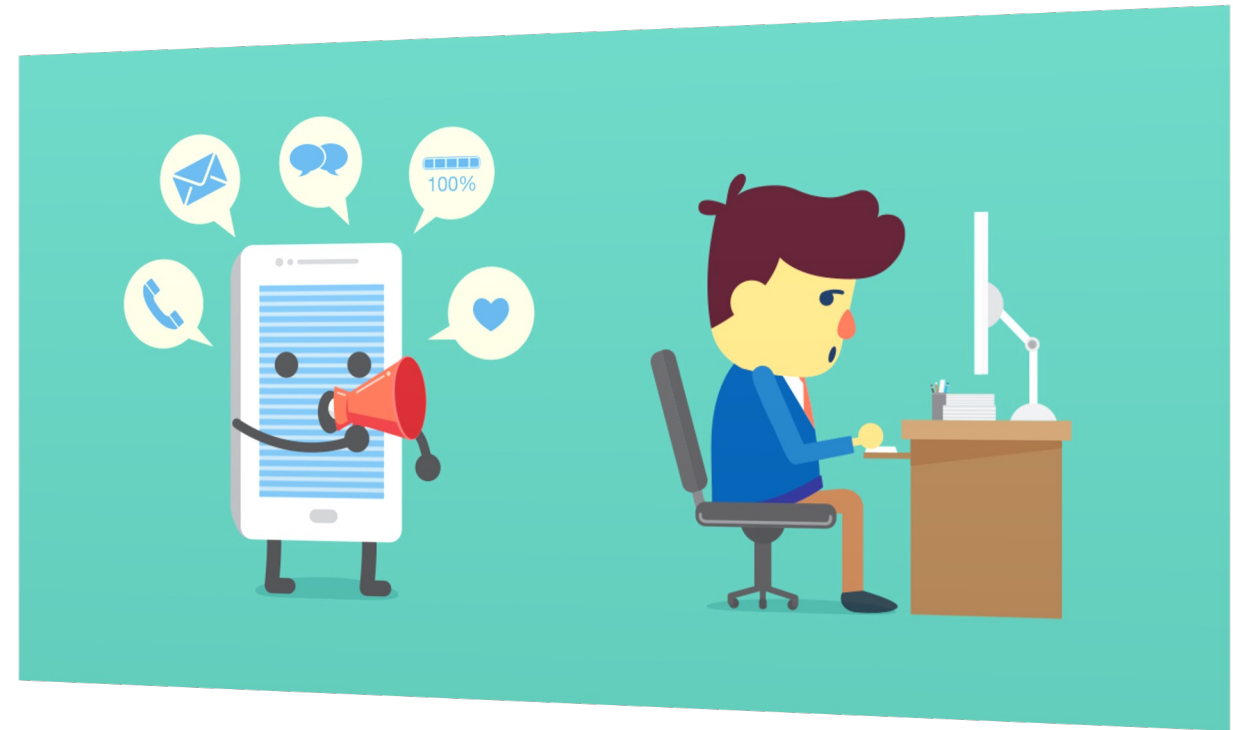


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Distracti...what?

- What distractions stop you from being a better listener?
- How do they make you feel?
- How do you manage them?



Summary

- Listening is a skill everyone can improve
- We're hardwired for connection
- ID and eliminate distractions

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Session Evaluation

- Your feedback is valuable, take a moment to complete the survey for this session.
- To claim CME, you must complete a separate survey available after the convention.

* How likely are you to recommend this **content** to a colleague?

Not likely at all Neutral Extremely likely

0 1 2 3 4 5 6 7 8 9 10

What did you find most valuable about this **content**?

What would have made this **content** better?