

“I was surprised to see how little I listened where I was thinking myself a good listener”: Perceived Impact of a Clinical Listening Measure (ELICS) on Novice Clinicians’ Listening Skill Development

Listening: An Essential Skill

- Listening affects relationships in clinical practice, the quality of health care, client outcomes, and client satisfaction
- Listening well in highly complex and often emotional clinical situations is challenging and difficult to do well
- Despite the importance of learning to listen, effective strategies to develop effective listening skills are often neglected in the training of clinicians

Our research provides practical strategies for clinicians to enhance their clinical practice

Research Question

What is the perceived utility and impact of using the Effective Listening and Communication Scale (ELICS) and learning about the listening stances on the listening skill development for pre-service rehabilitation clinicians?

Methods: ELICS Educational Intervention

ELICS T1, Learning to Listen Lecture and Video, Reflections	Clinical Listening Video Simulations with Standardized Clients and Facilitated Interprofessional Discussion Groups, Reflections	ELICS T2, Live Simulations with Standardized Clients, Reflections	ELICS T3, Interviews, Member- Checking
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Participants: 43 novice rehabilitation clinicians in their Master of Clinical Science training program (mean age = 24 years)

- 29 speech-language pathologists
- 14 audiologists

Data Sources: Written reflections after training interventions and interview transcripts

Measure: ELICS completed pre- and post-intervention

Data Analysis: Reflexive Thematic Analysis

Validation: Member Checking

Research Article Resources for Clinical Listening



“Aha!” Moments

Students shifted their listening intention to focus on the other person, not themselves, and recognized the need to listen to understand, rather than to problem solve.



“Made me more aware of the things/actions I do when listening to someone. I realized that I may not always be a good listener.”

“Allowed me to focus on how I communicated with families and the ways I listened and responded to their concerns and questions.”

“I tried [using listening stances] with my family and my spouse told me that the way I am communicating these days made him really feel better than usual.”

“I want to engage in more exploratory listening during everyday conversations. Instead of interjecting with my own opinions and comments, really focus on being more curious about others.”

Effective Listening and Interactive Communication Scale (ELICS)

Validated self-report measure of listening skills that captures four clinical listening stances:

- 1. Receptive Listening**
Mindful attention to understanding the client’s situation
- 2. Exploratory Listening**
Dialogue to elicit information and establish clarity about issues
- 3. Consensus-Oriented Listening**
Explanation of rationales to establish shared understanding, jointly determined goals
- 4. Action-Oriented Listening**
Supporting and enabling clients to plan and establish actions toward desired outcomes

Watch a learning to listen video:



Do a listening self-assessment:



ELICS: Valuable Clinical Listening Self-Assessment Tool

Student clinicians found that completing the ELICS supported learning and listening skill development and impacted clinical practice and their everyday conversations

Key Themes

- Helped novice clinicians to focus on listening and communication skills
- Increased awareness and knowledge of students’ clinical listening skills, and identified personal strengths and areas to improve
- Resulted in a better understanding of clinical listening stances and strategies to improve listening