Module “L” Session 1

Listen Carefully to Your Health Care Providers and Learn
KWL Group Informal Assessment

**KWL Chart**

**Topic:**

<table>
<thead>
<tr>
<th>What I Know</th>
<th>What I Want to Know</th>
<th>What I Learned</th>
</tr>
</thead>
</table>

What do you know about being a good listener?

What would you like to know?
Are you a good listener?
I’m Listening!
Listening Video Clip
Discussion Time

• Which behaviors would show effective listening?
• Which behaviors would hinder listening?
• Introduce active and passive listening.
Active (good) or Passive (bad) Listening

Watch video clips again
- “Thumbs up” = a match
- “Thumbs down” no match
- Not sure: side-to-side with thumbs.
Listening Video 1
Listening Video 2
Listening Video 3
## Listening Chart

<table>
<thead>
<tr>
<th>Active Listening (Good Listening)</th>
<th>Passive Listening (Bad Listening)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
End of Session

Congratulations!
Module “L” Session 2

Listen Carefully to Your Health Care Providers and Learn
SLANT

Sit up
Lean in
Ask questions
Nod (if you understand)
Track the speaker
Pair Share

• Pair up
• Choose sender and Receiver (listener)
• 1 minute to talk about favorite topic
• Listener use the SLANT technique
• Reverse Roles, 1 minute
Discussion Time

- Which SLANT behaviors did you notice while you were speaking?
- Are these helpful in becoming a better listener?
- Where could SLANT be used?
End of Session

Congratulations!
Listen Carefully to Your Health Care Providers and Learn
Tools to Assist Remembering What Has Been Said
Tools to Assist
Remembering What Has Been Said

LISTENING

• Hearing
• Understanding
• Remembering

Don’t FORGET!

Hearing
Discussion Time

• Why is remembering important?
• Directions to a certain place, ingredients for a new recipe, upcoming events, doctor visit?
• Think of an experience at a doctor visit when remembering was especially important, and why.
• How did you handle it?
Tool to Assist

Excerpt from "Ask Me Three"
Using a Voice Recorder

Doctor, what you say during our visit is very important to me. Recording this visit would help me remember what you say, and what I need to do. May I have your permission?
Apple’s Commitment to Accessibility

For more than 20 years, Apple has provided new and innovative solutions for people with disabilities, allowing them to access—and enjoy using—the Mac, iPod, iPhone, iPad, and Apple TV.

Apple includes assistive technology in its products as standard features—at no additional cost. For example, iPhone, iPad, iPod, and OS X include screen magnification and VoiceOver, a screen-access technology, for the blind and visually impaired. To assist those with cognitive and learning disabilities, every Mac includes an alternative, simplified user interface that rewards exploration and learning. And, for those who find it difficult to use a mouse, every Mac computer includes Mouse Keys, Slow Keys, and Sticky Keys, which adapt the computer to the user’s needs and capabilities.

By listening to our customers and applying thoughtful solutions to previously unsolvable problems, Apple continues to set a high standard for accessibility. Inventions such as braille mirroring, which enables deaf and blind kids to work in Braille on their Macs, set the world on a new trajectory for accessibility.
www.rjcooper.com

RJ Cooper & Associates, Inc.

Software and Hardware for Persons with Special Needs

Please, please, please...

Click here to request a free CD with all of our stuff on it...
...and add your name to our e-list!

Note: it takes around 2 weeks to get your order to you. Please be patient :-)
Pair Share

• Pick a partner
• Pick a situation from your personal experience
• Pick a tool
• Use SLANT
• Share your experience with the group
KWL Group Informal Assessment

Listening is a 5 step process:
1. Receiving the message
2. Understanding the message
3. Remembering the message
4. Thinking about (evaluating) the message
5. Responding

**SLANT** is a strategy to become a better listener

Ways to better understand what the sender is saying:
- Bring a family member, friend or patient advocate
- Ask the doctor to write down what you must do
- Take notes/use a visit planner/mindmap
- Use a recording device

**KWL Chart**

<table>
<thead>
<tr>
<th>Topic: Listening is a 5 step process:</th>
</tr>
</thead>
<tbody>
<tr>
<td>What I Know</td>
</tr>
<tr>
<td>--------------------------------------</td>
</tr>
<tr>
<td>1. Receiving the message</td>
</tr>
<tr>
<td>4. Thinking about (evaluating) the message</td>
</tr>
</tbody>
</table>

*How to use the KWL Chart:* The first two columns are filled in at the beginning of a unit to find out what learners already know about a topic, and what they want to know. The last column is filled in at the end of a unit. It can be used to identify mastery of a topic at a wide range of individual skill and ability levels.
“Listen”

Listen Carefully to Your Health Care Providers and Learn

Practice at Home:

1. Watch two people talking to each other and pick out one thing they are doing right (active listening behavior) and one thing they may need to improve (passive listening behavior).

2. Draw a picture, take a photograph or cut out a picture from a magazine of two people who appear to be listening, and write a letter from SLANT to describe one thing they are doing.

3. Practice using your audio recorder; record a conversation you have with someone and listen to it afterwards.
End of Session

Congratulations!