

Healthcare

Noticing strategies - worksheet

Purpose

This resource can be used to evaluate the speaking strategies the carer uses in the clip [Healthcare: Active listening](#).

Instructions

This resource can be used with [Healthcare: Making clients feel comfortable](#), which includes a detailed teaching and learning sequence in the context of meeting new healthcare clients.

Noticing Strategies in Use

Which of these strategies do you notice the carer using?

- Tick all the boxes that apply.**
- Find out the name the client would prefer you to use.
- Use small talk. For example, ask about the client's hobbies or interests.
- Stand or sit at the same level as the client.
- Use simple, clear sentences and check for understanding.
- Use pictures or diagrams to illustrate what you are saying.
- Involve the client in decision-making about care.
- Give encouragement.
- Use a cheerful tone of voice and remember to smile.
- Respond and give feedback to show interest in the things that the client tells you.
- Make and keep eye contact so that the client can see you are focused on them.