

# Healthcare

## Listening skills - worksheet

### Purpose

This worksheet can be used to help learners develop scan listening and intensive listening skills in the context of handover meetings.

### Instructions

This resource works well with the teaching and learning sequence [Healthcare: Listening skills for meetings.](#)

## Listening Skills - Worksheet

**Task 1:** As you watch the handover meeting, tick the residents as you hear them discussed. Write in the name of the resident in Room 17.

Room	Resident name	Update
12	Peter	
14	Wilma Sullivan	
15	Maria Carruthers	
16	Mr Johnson	
17	-----	
18	Eileen Song	
19	Mrs Palin	

**Task 2:** As you watch for the second time, make notes of the update for your residents.

### Note-taking tip:

Prepare for your meetings by preparing note-taking sheets like this. They help you follow the meeting and organise your notes, so that you can look back and find information when you need it.

## Listening Skills - Worksheet (Answer Key)

Room	Resident name	Update
12	Peter	<ul style="list-style-type: none"> <li>• <i>UTI</i></li> <li>• <i>A/Bs</i></li> <li>• <i>Push fluids &amp; monitor intake</i></li> <li>• <i>Dr @ 9am</i></li> </ul>
14	Wilma Sullivan	<ul style="list-style-type: none"> <li>• <i>New walker (not ready)</i></li> <li>• <i>Keep using old one</i></li> </ul>
15	Maria Carruthers	<ul style="list-style-type: none"> <li>• <i>Meet daughter @ reception</i></li> <li>• <i>Get ready by 10am</i></li> </ul>
16	Mr Johnson	<ul style="list-style-type: none"> <li>• <i>Diet – sugar-free</i></li> </ul>
17	<u>Michael O'Callaghan</u>	<ul style="list-style-type: none"> <li>• <i>Respite care (2 weeks)</i></li> <li>• <i>Reassure him</i></li> </ul>
18	Eileen Song	<ul style="list-style-type: none"> <li>• <i>Diabetic foot ulcer</i></li> <li>• <i>Dressings changed every morning</i></li> <li>• <i>Call RN before shower</i></li> </ul>
19	Mrs Palin	<ul style="list-style-type: none"> <li>• <i>Still in hospital</i></li> <li>• <i>Fall – broken femur</i></li> </ul>