



**Tishk**  
International University

**Faculty of Applied Science**  
**Medical Analyses Department**

**3<sup>RD</sup> GRADE**

**Dr. Sangar M. AHMED**

E. mail: [sangar.ahmed@tiu.edu.iq](mailto:sangar.ahmed@tiu.edu.iq)

@Dr.Sangarjaff

**Medical and Professional Ethics**

**Etiquette of**

**Speaking & Listening**

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# What is Listening?

**Listening:** The process of receiving, constructing meaning from, and responding to spoken and/or non-verbal messages; to hear something with thoughtful attention.

# Techniques of Listening Skills

1. Focus on key-points.
2. Being aware of both verbal and non-verbal messages.
3. Listen with an open mind.
4. Avoid false attention and pretending to listen.
5. Wait for the speaker to pause to ask clarifying question.
6. Be attentive, but relaxed.

# Types Listening

- 1. Deep listening**
- 2. Full listening**
- 3. Critical listening**
- 4. Therapeutic listening**



# Types Listening

## 1. Deep listening

**Deep listening** occurs when you're truly committed to understanding the speaker's perspective and message.

**Deep listening** includes paying attention to verbal and non-verbal cues in order to gain a full understanding of the speaker's experiences, thoughts, feelings and objectives.

**Deep listening** is especially useful when building relationships, establishing trust between health care provider and patient .

# Types Listening

## 2. Full listening

**Full listening** includes trying to fully comprehend the practical content of a speaker's message.

**Full listening** often involves active listening skills, like paraphrasing and asking clarifying questions.

**Full listening** can be particularly helpful when interpreting directions, learning new material or developing new skills.

# Types Listening

## 3. Critical listening

**Critical listening** involves using logic and reasoning to separate opinion and fact when listening to a speaker's message.

**Critical listening** usually involves using your previous knowledge or experiences to identify factual content in communication.

**Critical listening** can be especially important in professions that use persuasive speaking, debating or investigatory skills.

# Types Listening

## 4. Therapeutic listening

**Therapeutic listening** is a more intimate type of listening that often involves receiving information from a speaker about their health condition.

In the workplace, **Therapeutic listening** is often an important part of succeeding in a career that deals with sensitive topics or emotional discussions. Therapists, Health care providers and counselors often benefit from developing their therapeutic listening abilities.



# Difference Between Hearing & Listening

## Hearing

- Accidental
- Involuntary
- Effortless

## Listening

- Focused
- Voluntary
- Intentional

# Definition

**Speech Etiquette** refers to the system of speech behavior, the rules of live conversation and correspondence, how to use the language and its tools in a specific situation and environment.

# Types Of Oral Communication

1. **One-way communication** is the simplest and most basic approach to the communication process.

1. It includes three components: **sender, message**, and **receiver**.
2. This model does not involve receiver participation.

**2.Two-way communication** is communication that involves the receiver's reaction or feedback to the sender's message.

## 1. Be an active listener:

The key ingredient towards making you a person who can think on the spot and respond intelligently is to be an active listener. .



## 2. Be a quick organiser of thoughts:

All of us have the ability to think fast. The trick is to adopt some frameworks or models to structure new information into something coherent that we can respond with.

### 3. Structure your speech in your mind:

These are useful frameworks to organise ideas and thoughts quickly.

The basic structure of any speech involves: Opening, Body and Conclusion

# 5 important speaking etiquette



# 1. Maintain Reasonable Eye-Contact

Focus on the person you are talking to, don't look at your phone or watch. The person is expecting your complete attention, your actions speak way louder than words.





## 2. Let Them Talk

Listen to what the other person is saying and refrain from interrupting or completing their sentences for them. Simply listen and then respond after they've finished speaking.

### 3. Repeat What Was Said

Show the other person that you are listening attentively and understand what they are saying. For example, “so what your saying is...”. This will show the other person that you are truly trying to understand them.

## 5. Be Express Yourself Kindly

How to Express Yourself Better

1. Formulate your ideas in advance.
2. Don't over explain & avoid redundancies.
3. Don't be afraid of the pause while speaking.
4. Start with the bottom line & don't use too many details.
5. Be relaxed.

## 7. Ask Questions

Effective communication involves reciprocal open-ended questions as a way to gain understanding, promote new ideas, resolve any confusion, and maintain collaboration.



