What Your Patients DON’T Tell You

EVERYBODY LIES

A Powerful Listening Presentation by Nicola Lipscombe
ADHA Conference 11 Sep 2015
What Patients DON’T Tell You

• Behaviour
  – What they *actually do*
  – What *really* take
• Full medical Hx
• Accurate symptoms
• Actual circumstances
• True feelings & thoughts
What Patients DO Tell You!

- What they think you want to hear
- What they want to believe (about themselves)
- What they think is relevant
- What will get them what they want
The Lies We Tell

- 38% lied about following their doctors' orders
- 32% lied about their diet or exercise
- 22% lied about smoking
- 7% lied about getting a second opinion
- 7% lied about taking herbs, supplements, or alternative therapies

Why We Lie

• 50% to avoid judgment
• 31% because too embarrassing
• 21% believe Dr wouldn’t understand
• 9% think it's none of Dr’s business
• 6% to get a specific treatment

Fundamental Drivers

• Fear of negative consequences

• Deep seated psychological need to feel
  – Safe
  – Belong
  – Matter
What Can YOU Do?

RECOGNISE DECEIT

Listen Between the Lines

SUPPORT TRUTH

Create a Safe Space
Powerful Listening

Ears

Heart

Undivided Attention

Eyes
The Art of Listening

1. RECEIVING  
   = holistic sensing

2. INTERPRETING  
   = meaning making

3. RESPONDING  
   = experience of listening
Ears

• Conscious consumption of sound

• *How* people express

• Variations from ‘normal’
Linguistic Lapses

*Information gap between what we say and the underlying meaning*

- Deletions
- Distortions
- Generalisations
Tune Your Listening Antennae
The Eyes Have It ...

- ‘Looking’ versus ‘Seeing’
- CONGRUENCE
- CLUSTERS
It’s In Their Smile
Undivided Attention
Ask Yourself

• How do you know when someone is giving you undivided attention?
  .. Or not?
• How does that make you feel?

• The difference is in feeling heard
Feeling Heard Matters

“Inside every person – no matter how important or famous – is a real person who needs to ‘feel felt’. Satisfy that need, and you’ll transform yourself ... to a friend or an ally”

WEAPONS OF MASS DISTRACTION
Mind Full, or Mindful?
Mindfulness

Your body is present. Is your mind?

Past Present Future

Doug Neill
Heart - EMPATHY

- Sensitivity to emotional states of others
- Connect with emotion *not* event
- Able to be present with
- Hold a safe ‘Listening Space’
Types of Empathy

Cognitive Empathy
- Mental perspective taking

Emotional (Affective) Empathy
- Sharing of emotion
Ask Yourself

• How often do you place yourself in ‘someone else’s shoes’ to view things from their world?

• How easy is it for you to listen and ‘hold the space’ without rushing, interrupting or judging?
Are you a Selective Listener?
Mindread
Rehearse

 MOST PEOPLE DO NOT LISTEN WITH THE INTENT TO UNDERSTAND. MOST PEOPLE LISTEN WITH THE INTENT TO REPLY. -STEPHEN R. COVEY
Judge
Believe you are Right

Let’s assume I’m right... and move on.
Your Listening Frenemies?

- Selective listening (Filtering)
- Mind reading
- Rehearsing
- Judging
- Daydreaming
- Identifying
- Advising/Fixing
- Being right
- Comparing
- Derailing

Source: Adapted from McKay, Davis and Fanning (1983) pp 16-19.
Shhh ...Stop Talking
Don’t be a Peacock
Be ...

Mindful
Shine A Spotlight
Step Into Their Arena
Press The ... PAUSE Button
Be A ... Story Catcher.
Channel Sargeant Schultz
Clean Your Filters
If you give someone the genuine gift of your ears, your eyes, your undivided attention and your heart – you WILL make a difference

Will YOU ... ?
Nicola Lipscombe
Consultant | Speaker | Coach

“The biggest mistake people make when listening is assuming that they are.”

nicola@powerfullistening.com.au
+61 410 717 265
www.powerfullistening.com.au
Further Resources

- www.powerfullistening.com.au
- https://au.linkedin.com/pub/nicola-lipscombe/15/b33/9a8
- Join the Powerful Listener’s Members List
- Webinar “Improve Relationships, Resilience & Results through Powerful Listening”
- Mindfulness audio
- Blog articles
- Key Notes
- In-house training
- Executive coaching