



Episode 8 Show Notes - Prof Jill Madison

The Unleashed Conference 2019: <https://unleashedconference.live>

About Jill: <https://www.rvc.ac.uk/about/our-people/jill-maddison>

Jill's on-line course: <https://www.cve.edu.au/de/internal-medicine-problem-solving-approach-1>

Jill's new book - *Clinical Reasoning in Small Animal Practice*: <https://www.wiley.com/en-au/Clinical+Reasoning+in+Small+Animal+Practice-p-9781118741757>

Jill's pharmacology book - *Small Animal Pharmacology*: <https://www.elsevier.com/books/small-animal-clinical-pharmacology/9780702028588>

Jill's favourite medicine textbooks:

Small Animal Internal Medicine, Nelson and Couto: <https://www.elsevier.com/books/small-animal-internal-medicine/nelson/978-0-323-08682-0>

Ettingers Textbook of Veterinary Internal Medicine: <https://www.elsevierhealth.com.au/textbook-of-veterinary-internal-medicine-expert-consult-9780323312110.html>

Jill's favourite non-clinical books:

Streetlights and Shadows, Gary A Klein: <https://mitpress.mit.edu/books/streetlights-and-shadows>

Caitlin Moran: <https://www.caitlinmoran.co.uk>

How To Build A Girl, Caitlin Moran: <https://www.penguin.co.uk/books/109/1093446/how-to-build-a-girl/9780091949013.html>

**Smash It: Listening skills.**

Jill talks about defining the problem, and how, to do this, first you need to ask, and then you need to listen, listen, listen. But many of us don't know how to actively listen. So here's a guide to active listening:

There are at least five kinds of listening when we talk about active, conscious listening.

Listening to disagree - involves identifying words, phrases and ideas that you use to disagree with the person you are listening with. Clearly not helpful.

Listening to respond or record. - This seems on the surface to be very helpful. However, it diverts attention to our own thoughts, experiences and stored memories. Thinking of a helpful question or suggestion may seem appropriate, but what often happens is that the person that you are listening to's thinking is still progressing as they talk, making our intended intervention obsolete before it's even voiced. Note that taking notes as the person speaks is also highly distracting, for both the client and yourself.

Listening to understand. Now we're getting there. Here you focus on intent - what is the person trying to say and why, and meaning - what overt and hidden implications are there?

Listening to help the other person understand - This goes a step further in shifting your attention from yourself to the other person. Here we help the other person become more aware of their own thinking processes and the meaning that they attach to words and phrases, including the emotional responses that are affecting their behaviour and decisions.

Finally, *listening without intent* aims simply to support the other person in the conversation that they need or want to have with themselves, with the minimum of intervention. This is not necessarily appropriate in a clinical or consulting setting, but still a good goal to aim for for relationships with colleagues, and your personal life.