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Role-play - Active listening

Active listening is a communication technique that is used in counseling, training, and conflict resolution. It requires that the listener fully concentrate, understand, respond and then remember what is being said.

Active listening is one of the most important tools that a doctor should use, because it helps him gain more information about the patient and his current Condition.

It involves the listener observing the speaker's behavior and body language, which makes this specific skill not that easy to master.

Student 1 (Doctor):

A 14-year-old vietnamese girl comes to you after she has newly been diagnosed with diabetes.

The girl seems very shy but has many questions and she doesn't seem to be handling her newly diagnosis very well.

Student 2 (Patient):

After being diagnosed with Diabetes, your life has totally been changed.

There are few subjects that you would want to discuss with the Doctor, but you are very shy. You want to talk about, but don't address it directly.

- Ask the Doctor if you should tell your teachers and classmates about your diagnosis.
- Tell the doctor how hard it has been for you to deal with it and ask for advice.
- Ask him if it is okay to come and visit again in case you have more questions.

Students 3-5:

- 1) How well did the doctor (Student 1) apply the soft skill in the Role-play?
- 2) Give suggestions on how he can improve himself.



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