

## OET Speaking Meeting the assessment criteria: *Relationship Building*



- ✓ Introduce yourself appropriately
- ✓ Be empathetic
- ✓ Listen and focus

### What do the descriptors mean?

A. Indicators of <b>relationship building</b>	
A1	initiating the interaction appropriately (greeting, introductions, nature of interview)
A2	demonstrating an attentive and respectful attitude
A3	adopting a non-judgemental approach
A4	showing empathy for feelings/predicament/emotional state

  

<b>A: Relationship building</b> 3 – Adept use 2 – Competent use 1 – Partially effective use 0 – Ineffective use	<ul style="list-style-type: none"> <li>✓ An appropriate introduction</li> <li>✓ Show a respectful attitude</li> <li>✓ Remaining non-judgemental</li> <li>✓ Showing empathy</li> </ul>
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### How to improve in this area

#### Starting the role play appropriately

Setting: Home Visit

Patient : You are an 87 year old. Your partner died 10 years ago. You have no children or other family support. You had a small scratch on your ankle which has worsened over the last month and become infected and developed into an ulcer. Your local GP has arranged for a community nurse to visit you to check on the wound and to ensure that you have been taking your antibiotics.

*Hello Mr Jones. My name is Sam and I am the district nurse. I've come to have a look at your ulcer. Is it ok if I come in?*

Source: OET Shared library



**Setting:** community health centre

*Hello. My name is Samand I am one of the community nurses here. What's brought you here today?*

**Setting:** Aged care facility

*Good morning. Nice to see you again. I understand you want to talk to me about your dad.*

### Attentive & respectful attitude

**Active listening**

- Mm hmm*
- Ok*
- Yes, I see*

**Minimise interruption**

*I'm sorry to interrupt you, I just wanted to check that I've understood correctly*

### Remaining non-judgemental

**Use open questions**

- So, your son cut himself on a knife right?*
- Can you tell me how it happened?*

**Use empathy and then reassure there might be a solution**

- You must remember to take your medication. Don't forget!*
- I know it can be difficult to remember to take the medication on time, but there are some things we could do to remind you.*

**Find a compromise**

- Stop smoking – you must!*
- You said it's been too difficult to stop smoking, but would you be willing to try reducing the amount of cigarettes you smoke?*

**Don't make the patient feel judged**

- So, do you not have the best diet then?*
- Can you tell me about what you normally eat?*





## Empathy

**SETTING** Emergency Department, Local Hospital

**NURSE** This 35-year-old patient was involved in a car accident earlier today and is now suffering from a headache and whiplash (an injury to the cervical spine). He/she is being kept in the hospital for observation but is expected to be discharged later in the day.

*Hello. My name is Sam and I am one of the nurses on duty today. I can see from my notes that you were in a car accident. **That must have been very frightening.** How are you feeling?*

Source: OET Shared library

*I just woke up in the middle of the night and couldn't breathe! I mean, I've never had an asthma attack before!*

*Her skin looks so badly burned, it looks so red!*

*I'm sorry to hear that. It must have been very frightening as it was your first asthma attack.*

*I understand that you're upset, but burns are common to the hands, arms and chest at this age...*

*It is a lot to take in, this new diagnosis. I don't know how I will manage.*

*I am not sure about using the steroid cream. I have heard it can be unsafe*

*I can see this is very difficult for you.*

*Many parents are worried about using steroid creams for their child's eczema and I can see that you have lots of concerns about it*

## Study ideas

Use your preparation time to analyse the role card effectively.

Stay focused and listen actively with minimal interruptions.

Language areas for sensitive topics

Initial and natural empathy

**SLC** Specialist Language Courses

*Empathy*

- That must have been scary
- I can see that you are concerned/worried/frustrated
- I understand you are worried/upset/concerned
- I can see this is difficult for you
- It's understandable...

*Reassuring*

- Let me reassure you...
- You did the right thing...

