

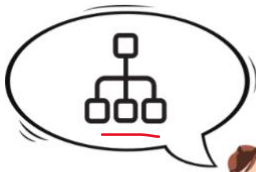
TODAY:

1. What is Providing Structure?
2. Criteria review (official)
3. Diagram: together

Name of the Criteria



What is Providing Structure?



Definition: ‘Tell patient what we will talk about next’ (C2)



Simple example: “Okay, let’s talk about _____”

Finish early...

- Summarise the conversation: “Okay so today we have discussed _____, _____, and _____.”

OET Criteria

Note: This doesn't mean you need to COMPLETE the card (80 percent is okay)

Means: follow the cue card in general [don't SKIP or JUMP ahead]

C. Indicators of providing structure	
C1	sequencing the interview purposefully and logically
C2	signposting changes in topic ✓
C3	using organising techniques in explanations

Useful phrases



Useful when patient wants to continue with topic

- Okay, let's talk about...
- Before we go on, I would like to...
- Before we go any further, let's talk about...
- Menu technique:

At start of dialogue, we a menu of signposts:

“Okay, so today, (first) I would like to talk about _____ and then (second) we can discuss _____”

Very common error:

discuss ~~about~~

C3:

categorisation in which the health professional informs the patient about which categories of information are to be provided
labelling in which important points are explicitly labelled by the health professional; this can be achieved by using emphatic phrases or adverb intensifiers
chunking in which information is delivered in chunks with clear gaps in between sections before proceeding
repetition and summary of important points.

→ Simplified...

C3	Explanation	Match the example...	Think about other possible phrases...
Categorisation	1. Give a menu of topics	C. "Okay, today I <u>would</u> like to _____ and then we can discuss your _____. How does that sound?"	"I would like to start by talking about _____ and then we can discuss _____"
Labelling	2. Mark an important point ('very')	A. "...and this point is <u>very</u> important..." / "...this third point is crucial..." really / very	"...it is vital to do this..." "This is highly recommended" "This is extremely important" "It is imperative that you..."
Chunking	3. Divide explanations into parts (STOP)	D. "Is that clear so far?" / "Would you like me to continue?"	"Is that clear so far?" "Have I been clear so far?"
Repetition & Summary	4. Say again the main points!	B. "So, okay, you said you are feeling pain at night and then you told me about cough...?"	"As you mentioned earlier..." "Okay so let me just summarise this visit..." "Let me just repeat that..."

Activity: 1. Match the to the Explanation 2. Discuss OTHER phrases