

2nd July 2024

Relationship Building – A3

Non-Immediate Rebuttal

Think about the following questions:

1. What does non-judgemental mean?
2. Why is it important to be non-judgemental?
3. What aspects of patients' lifestyles and treatment do we often have to be non-judgemental about?

From the OET Speaking Assessment Criteria Glossary...

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| A3 | Demonstrating a non-judgemental approach | Accepting the patient's perspective and views reassuringly and non-judgementally without initial rebuttal is a key component of relationship building. A judgemental response to patients' ideas and concerns devalues their contributions. A non-judgemental response would include accepting the patient's perspective and acknowledging the legitimacy of the patient to hold their own views and feelings. |
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"...accepting the patient's perspective and acknowledging the legitimacy of the patient to hold their own views and feelings."

| Patient says... | Medical professional says... |
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| "Changing my diet is a waste of time. Can't you just give me some medication?" | "I can understand why you think that but..." |
| "I read the medication leaflet and I saw there are loads of side effects. I don't want to take it." | "I imagine it must be confusing/scary/concerning but..." |
| "I Googled my condition and I think the best thing is to have an MRI scan as soon as possible." | "There's a lot of information about this on the internet but..." |

The following prompts are all taken from the patient cards in OET Speaking roleplays.

How would you demonstrate a non-judgemental approach?

- Express frustration at the nurse's explanation. You cannot understand why you are not allowed to eat anything when the operation is on your shoulder, not your stomach.
- Tell the doctor you'd like to have an MRI to rule out cancer - a friend of yours died of cancer after suffering from headaches. You have no other symptoms.
- With reluctance, slowly explain your fears about your condition.
- Tell the nurse you hate having dialysis and feel that a donor will never be found in time.
- Explain that you want to return to work as soon as possible. You are bored at home and want to feel useful again.
- Be very surprised by the doctor's explanation. You are usually stressed and didn't think stress could cause physical symptoms. Can't this just be fixed by medication?
- Appear reluctant to raise the nurse's concerns with your doctor (e.g., you don't have a lot of time today for a long consultation, want to return to work, etc.).