

**5<sup>th</sup> November 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...**

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...
"Changing my diet is a waste of time. Can't you just give me some medication?"	"I can understand why you think that but long-term use of medication can be harmful and even if you use medication, it would still be beneficial to change your diet"
"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 want to reassure you that every medication may have side effects. However, the benefits outweigh the risks"
"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 based on my examination I think that an MRI is not necessary for your condition at the moment"

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.

"I can understand your frustration, but the anaesthesia can cause some food to come up and we want to make sure that your stomach is empty before the operation"

- 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.

"It's totally understandable that you are concerned about your symptoms, and I'm really sorry to hear about your friend. However, your symptoms are typical of a migraine, and I don't think it would be useful to have an MRI at the moment"

- 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.

"I can only imagine how overwhelming and uncomfortable this situation is, but it's important to continue with your dialysis as it really helps with managing your condition"

- 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.).