- 1 What is Relationship Building?
- 2 Diagram for a key aspect
- 3 Common mistakes to avoid

Usually / real life!

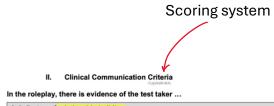
# What is Relationship *Building* in general?

To create connection between you and patient

General examples:

- Good Introduction = A1
- How do you feel today? not sure
- I'm sorry to hear that

Okay... what does OET say about this?



A. Inc	dicators of relationship building
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. Indicators of understanding & incorporating the patient's perspective			
В1	eliciting and exploring the patient's ideas/concerns/expectations		
B2	picking up the patient's cues		
ВЗ	relating explanations to elicited ideas/concerns/expectations		

#### More simple:

Introducing yourself	Situations: hospital, clinic, home
	Known / Unknown
Listen carefully & treat with value	<ul> <li>Ask permission</li> </ul>
	Be polite
	<ul> <li>Don't interrupt</li> </ul>
Do not <b>judge</b>	<ul> <li>Don't ask offensive questions</li> </ul>
	<ul> <li>Do not make conclusions about</li> </ul>
	lifestyle, appearance, habits, etc.
Empathy: Show feeling about the patient	IMPORTANT:  Increase your OET score Empathy the 'oil' of your conversation
	Listen carefully & treat with value  Do not judge  Empathy: Show feeling about the

Is it easy to do this?

# Main mistake for new students...

Strength

### Main mistake for everyone...

#### **REPEATING PHRASES**

Normal Situation	Serious Situations (not used very often)
<ul> <li>EASY:</li> <li>I am sorry to hear that</li> <li>I can understand</li> <li>That is quite understandable</li> <li>Ah,I see</li> <li>That must be for you</li> <li>It must be difficult</li> </ul>	I can imagine what I have only small idea  I can only imagine what you are going through at the moment  I can't imagine what you are going through right now
COMBINE:	Intensifier: really, very, so
<ul> <li>I'm sorry to hear that, that must be difficult for you</li> <li>Ah, I see - that is quite understandable</li> </ul>	I am <b>really really</b> sorry to hear that I am <b>very very</b> to hear that That must <b>so so</b> difficult
REPEATED BACK:	
I appreciate that + you cat as died I am sorry to hear that + REPEAT BACK I can understand that + REPEAT BACK Understand  "You appreciating my point"	I am <u>really</u> sorry to hear that

### Common problems:

- Repeating same phrase
- Strength (serious / normal)
- Forgetting to do it before the next question (start!)

USUALLY:
How are you?
8
Empathy + question
8
Empathy + question

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