

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?




Scoring system

II. Clinical Communication Criteria

In the roleplay, there is evidence of the test taker ...

A. Indicators 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	
B1	eliciting and exploring the patient's ideas/concerns/expectations
B2	picking up the patient's cues
B3	relating explanations to elicited ideas/concerns/expectations

More simple:

A1	Introducing yourself	Situations: hospital, clinic, home Known / Unknown
A2	Listen carefully & treat with value	<ul style="list-style-type: none"> • Ask permission • Be polite • Don't interrupt
A3	Do not judge	<ul style="list-style-type: none"> • Don't ask offensive questions • Do not make conclusions about lifestyle, appearance, habits, etc.
A4	Empathy: Show feeling about the patient	<p>IMPORTANT:</p> <ul style="list-style-type: none"> • Increase your OET score • Empathy the 'oil' of your conversation... 

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)
<p>EASY:</p> <ul style="list-style-type: none"> • I am sorry to hear that • I can understand • That is quite understandable • Ah, I see • That must be _____ for you • It must be difficult <p>COMBINE:</p> <ul style="list-style-type: none"> • I'm sorry to hear that, that must be difficult for you • Ah, I see - that is quite understandable <p>REPEATED BACK:</p> <p>I appreciate that + you cat as died I am sorry to hear that + REPEAT BACK I can understand that + REPEAT BACK</p> <p>Understand</p> <p>"You appreciating my point"</p>	<p>I understand</p> <p>I can imagine what... I have only small idea</p> <ul style="list-style-type: none"> • I can only imagine what you are going through at the moment • I can't imagine what you are going through right now <p>Intensifier: really, very, so</p> <p>I am really really sorry to hear that I am very very to hear that That must so so difficult</p> <p>I am really sorry to hear that</p>

Common problems:

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

USUALLY:

How are you?



Empathy + question



Empathy + question

...