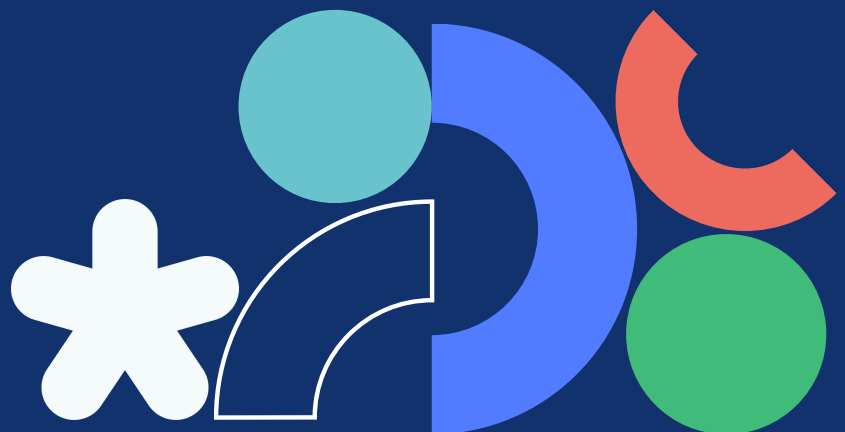


The 2026 OET Speaking Power-Phrases

*The Empathy & Structure Logic Map for
Clinical Communication*





1. The Relationship Building Logic

Phase	Goal	Key Phrase to Use
Opening	Validate the patient's presence.	<i>"I understand you've come in today because you're concerned about..."</i>
Active Listening	Show you are following them.	<i>"I see," "Go on," "That must be very difficult for you."</i>
Empathy	Acknowledge their specific emotion.	<i>"It's perfectly understandable that you'd feel anxious about this."</i>



2. The 3-Step Logical Flow

Phase 1: The Opening (1 Minute)

1. *Goal:* Establish Rapport. Don't lecture; acknowledge.
2. **Power Phrase:** *"I understand you've come in today for your results; how have you been feeling since our last appointment?"*

Phase 2: Information Gathering (1.5 Minutes)

1. *Goal:* Find the patient's "Perception" (SPIKES Protocol).
2. **Power Phrase:** *"Before we discuss the treatment, could you tell me what your understanding of the situation is so far?"*

Phase 3: Explanation & Checking (2.5 Minutes)

1. *Goal:* Use "Chunking and Checking."
2. **Power Phrase:** *"I've given you a lot of information there; what are your thoughts on what we've discussed?"*



3. The "Chunking & Checking" Framework

Do not explain a whole treatment plan in one go. Break it into "Logical Chunks."

1. **Chunk 1: The Diagnosis.** *"Based on your symptoms, it appears you have X..."*
2. **CHECK:** *"Have you heard of this condition before?"*
3. **Chunk 2: The Treatment.** *"The first step in managing this would be Y..."*
4. **CHECK:** *"How do you feel about that approach?"*
5. **Chunk 3: The Lifestyle.** *"We also need to look at Z..."*
6. **CHECK:** *"Is there anything I've said that isn't clear?"*



4. The Empathy Toolkit (SPIKES Logic)

In 2026, empathy must be specific. Name the emotion.

- **S - Setting:** Build rapport.
- **P - Perception:** Ask what they already know. ("What is your understanding of why we did these tests?")
- **I - Invitation:** Ask how much they want to know.
- **K - Knowledge:** Give the news in small chunks.
- **E - Empathy/Emotions:** Acknowledge their reaction.
- **S - Strategy/Summary:** Plan the next steps.

For example:

- **To Validate Worry:** *"I can see that your role as a parent is your main priority, and the thought of being in hospital is causing you a lot of stress."*
- **To Address Pain:** *"I can hear how much discomfort this is causing you, and I want to make sure we address that today."*
- **The "Check" phrase:** *"How does that sound to you?"* (Use this after every 'Chunk').



5. Managing the Patient's Perspective

The role-play card often has a "Patient Perspective" (e.g., *Patient is worried about surgery*).

- **Logic:** You must address this **directly**.
- **Incorrect:** "You need surgery. It is safe."
- **Correct:** "I understand you have some reservations about surgery. Can you tell me more about what's worrying you specifically? That way, we can address those concerns together."



6. The 2026 Fluency Secret: Professional Fillers

Fluency is a lack of hesitation. If you need to look at your card, use these:

- *"That's a very important question. Let me just consult your records for a second..."*
- *"I'd like to check your most recent lab results here to be sure..."*
- *"Right, looking at your history, I can see that..."*

This keeps the "Clinical Logic" flowing even when you are thinking.