

Communication Skills in the ESP Classroom

ENGLISH NZ 2017

17th November 2017





Helping migrant professionals to deliver quality communication outcomes

- Poor communication vs great non-native speakers
- Practical classroom strategies
- Audience participation!



When communication goes wrong.

- Marmite or marmalade?
- Your experiences
- Negative impact





Great non-native speakers

- Success stories
- Your experiences
- Equip students with the language they need





What candidates say

‘OET helped me in gaining communication skills with patients and other health professionals. Now I can use some expressions in calming patients, showing empathy which I knew but never used before’.

‘As an employee (nurse) in a hospital you are expected to function a hundred percent from day one; you are expected to understand both patients and staff. Preparing for OET helped a lot’.



Confidence after preparing for OET

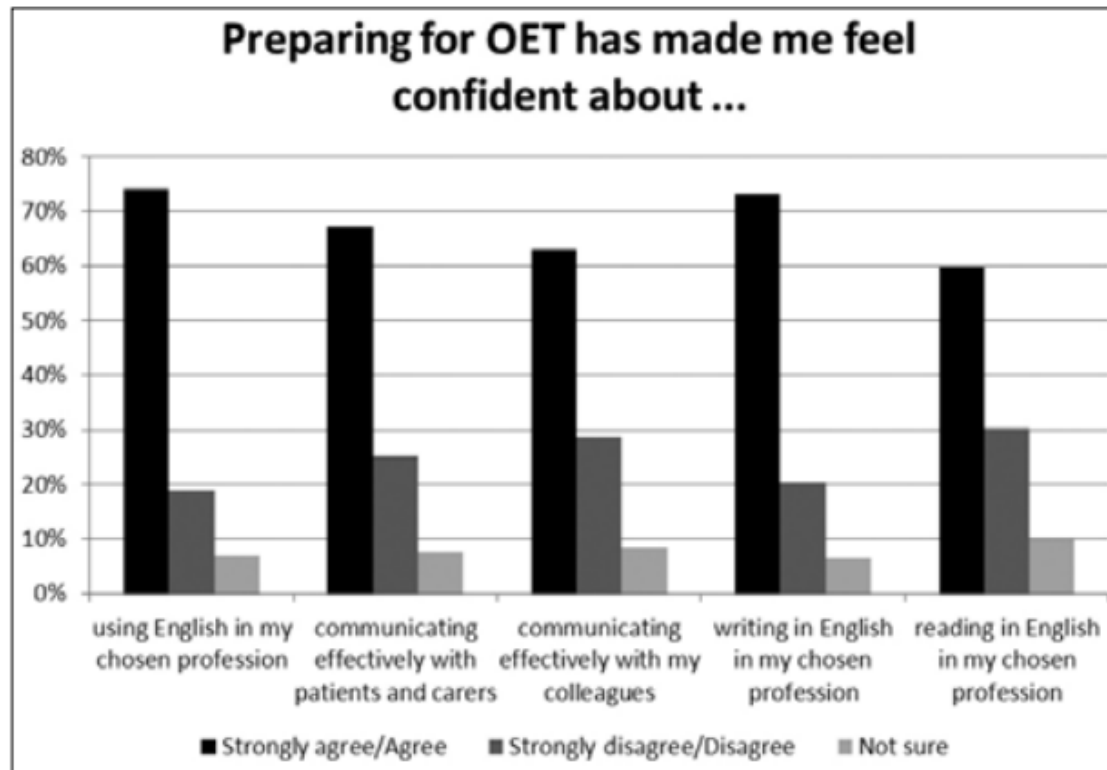



Figure 1: Confidence after preparing for the OET

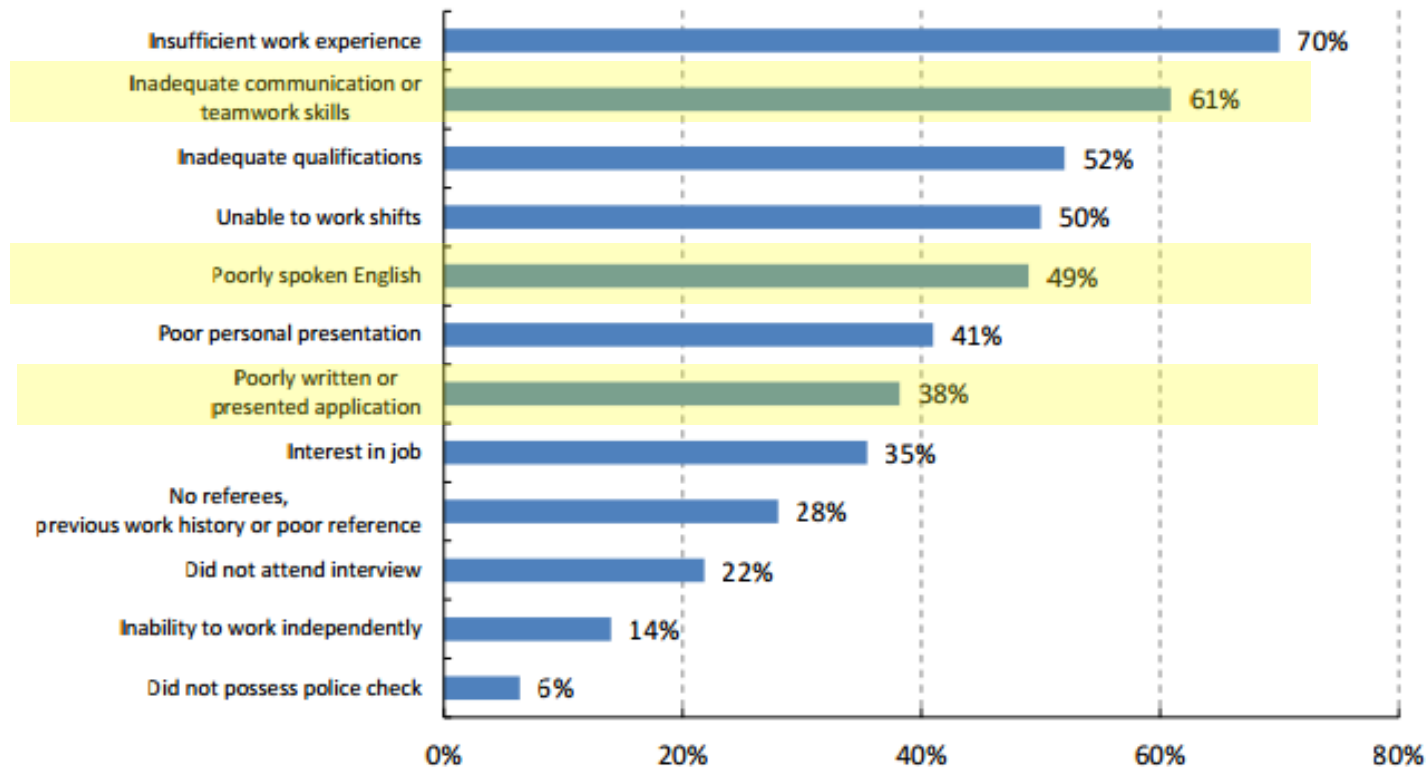
A female doctor with dark hair, wearing a teal turtleneck and a red stethoscope, is smiling and talking to a patient. The patient is seen from the back, wearing a blue top. They are in a clinical setting with anatomical charts on the wall.

“OET test takers are perceived as effective communicators able to communicate on matters that are both technical and emotional and who can use lay language so that patients can easily understand what they are saying.”



Employability of healthcare workers

Figure 8: Reasons for unsuitability (% of employers who had unsuitable applicants)



Source: Department of Employment, Personal Care Workers Survey, November 2013







Ability of OET test takers to use English in a health-related workplace

The employees/colleagues who have taken OET...	Percentage agreement
... use English effectively in their health-related workplace.	93%
... communicate well with their patients.	68%
... communicate well with their colleagues.	83%
... understand well what they are told by their colleagues.	83%
... understand well what they are told by their patients.	65%
... perform well at the writing tasks in their health-related workplace.	83%
... understand well what they read in their health-related workplace.	80%



Classroom strategies.

-  Teach in students' contexts
-  Scaffold conversations
-  Draw out useful language
-  You don't need to be a SME



Example speaking role-play.

OET Sample Test	
CANDIDATE CARD NO. 1	DENTISTRY
SETTING	Suburban Dental Clinic
DENTIST	The patient – who has a perfect set of teeth – is complaining of sore gums, particularly behind the lower left molar. You diagnose wisdom teeth coming through and suspect that they are impacted (a tooth has failed to emerge fully into its expected position).
TASK	<ul style="list-style-type: none"> • Explain the problem to the patient. • Explain the potential problems caused by impacted wisdom teeth (e.g., causing pain, swelling, jaw stiffness; damaging adjacent teeth; destroying surrounding structures, etc.). • Suggest an X-ray to find out if the teeth are impacted. • Stress the importance of removing the teeth before they interfere with the second molars.
<div style="display: flex; justify-content: space-between;"> © Cambridge Boxhill Language Assessment (2014) Sample Test </div>	



Your turn to have a go

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© Cambridge Boxhill Language Assessment (2014) Sample Test	

OET Sample Test	
ROLEPLAYER CARD NO. 1	DENTISTRY
SETTING	Suburban Dental Clinic
PATIENT	You have had some pain in the back of your lower jaw (left side). The gum behind the molar seems red and sore. You have a perfect set of teeth and cannot imagine that you could have any problems with them. You have come to the dentist for advice on your gums.
TASK	<ul style="list-style-type: none"> • Find out what the dentist means by 'impacted' wisdom teeth. Express doubt that they could cause any problems. • Express some concern at having an X-ray which may be unnecessary. • Explain that you would prefer to wait and see. (You don't approve of extraction: it seems so out of character for you.) • Be difficult to convince, but eventually agree to consider the recommended option.
© Cambridge Boxhill Language Assessment (2014) Sample Test	



What is OET PPP?

The OET Preparation Provider Programme (PPP) is a comprehensive, hands-on training process designed to give teachers and educational institutions the knowledge and tools needed to run high quality OET preparation courses.

PPP has been developed to ensure OET preparation course quality assurance for teachers, schools and students.





What is in OET PPP?

How to successfully complete this course

Lesson	Topic	What you will do	How you will be assessed
1	Information Guide	Read the Information Guide	Answer multiple choice questions
2	Teaching Skills	Watch the teacher training and Masterclass videos	Answer multiple choice questions
3	Teaching Assessment	Read the model sub-tests and rationales and listen to two audio recordings	Outline how you would use the official OET materials to teach in your learning environment
4	Materials Construction	Read the Material Making Guide and other readings and listen to two audio recordings	Critique a series of poorly-written tasks
5	Materials Creation Assessment	Use the Material Making Guide to plan and create six sample sub-tests: <ol style="list-style-type: none"> 1. Listening Part A and Part B 2. Reading Part A and Part B 3. Writing 4. Speaking 	Submit for assessment six sample sub-tests comprising: <ol style="list-style-type: none"> 1. Listening Part A and Part B 2. Reading Part A and Part B 3. Writing 4. Speaking



Benefits of PPP



Schools

- Higher quality course and teaching skills
- Increased support and promotion from OET
- Increased candidature
- Professional development for teachers



Students

- Increased pass rate
- Improved workplace performance
- Improved language learning skills
- Access to quality assured preparation courses



Hardik's story

