

HIGH-YIELD list of COMMON, EXAM-READY LINES nurses use with mental health patients in OET Speaking.

◆ 1. Opening & Building Rapport

- “Good morning, I’m ____, one of the nurses here. How are you feeling today?”
 - “Thank you for coming in today.”
 - “I understand you’ve been experiencing some difficulties recently.”
 - “I’m glad you decided to talk about this.”
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◆ 2. Showing Empathy & Validation (VERY IMPORTANT)

- “That sounds very distressing for you.”
 - “I can understand why that would be upsetting.”
 - “It’s completely understandable to feel this way.”
 - “You’re not alone—many people experience similar problems.”
 - “Thank you for sharing this with me.”
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◆ 3. Exploring Symptoms Gently

- “Could you tell me more about what you’ve been experiencing?”
 - “How long have you been feeling this way?”
 - “How has this been affecting your daily life?”
 - “How is your sleep at the moment?”
 - “Have you noticed any changes in your mood or appetite?”
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◆ 4. Reassurance Without False Promises

- “What you’re experiencing is quite common.”
 - “This doesn’t mean there’s something seriously wrong with you.”
 - “With the right support, many people feel much better.”
 - “Help is available, and you don’t have to manage this on your own.”
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◆ 5. Explaining the Problem Simply (No Medical Jargon)

- “This condition is often linked to stress or anxiety.”
 - “Low mood can affect sleep, energy, and motivation.”
 - “Sometimes our mind reacts to stress in this way.”
 - “These symptoms can improve with treatment and support.”
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◆ 6. Medication-Related Counselling

- “This medication helps to balance chemicals in the brain.”
 - “It may take a few weeks before you notice full benefits.”
 - “Some mild side effects can occur initially, but they usually settle.”
 - “It’s important to take the medication regularly as prescribed.”
 - “Please don’t stop the medication suddenly without medical advice.”
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◆ 7. Non-Medication Support (Very OET-Friendly)

- “Counselling can help you understand and manage your thoughts.”
 - “Relaxation techniques may improve sleep and reduce anxiety.”
 - “Maintaining a routine can be helpful.”
 - “Regular physical activity can improve mood.”
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◆ 8. Encouraging Support & Referral

- “I’d recommend ongoing support from the mental health team.”
 - “Would you be open to speaking with a counsellor?”
 - “We can arrange follow-up support for you.”
 - “You’ll be monitored regularly to see how you’re progressing.”
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◆ 9. Checking Understanding (CRITICAL FOR SCORING)

- “Does that make sense to you?”
 - “Is there anything you’d like me to explain again?”
 - “How do you feel about the plan we discussed?”
 - “Can you tell me what the next step will be?”
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◆ **10. Closing the Conversation**

- “You’ve taken an important step by seeking help.”
- “Please remember, support is always available.”
- “Feel free to contact us if you have any concerns.”
- “Thank you for speaking openly today.”

🔑 **OET EXAMINER TIP (Very Important)**

In mental-health role plays, examiners look for:

- ✓ Empathy
- ✓ Clear, calm language
- ✓ No judgement
- ✓ No diagnosis
- ✓ Checking understanding

Avoid:

- ✗ “You should not feel like this”
- ✗ “This is normal, don’t worry” (too dismissive)
- ✗ Giving medical advice beyond nursing role