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Role-play 5 – techniques of reassurance

Reassurance means the action of removing someone's doubts or fears. It certainly is very important for the patients to be reassured from their doctors, not only by showing the test results, but also by explaining the whole process step by step. It is also necessary to mention that diverse patients require different strategies for reassurance. Therefore, doctors require to change their communication style from one patient to another. While some patients might be reassured by seeing the test results, others require more explanation, different methods and more effort.

Student 1 (Doctor):

A 16 year old Italian boy comes with his mother for a normal check-up. During the appointment the mother mentioned seeing him smoking a couple of times. Explain to the 16 year old boy how dangerous smoking is, tell him to stay away from it, and try to reassure him that he will feel better after he quits smoking.

Student 2 (Patient):

You are a 16 years old boy, who started smoking since 7 months. Try to avoid talking to the doctor about the issue at first, but then explain to him how addictive it is and that you don't seem to be able to stop.

Students 3-5:

- 1) How well did the doctor (Student 1) apply the soft skill in the Role-play?
- 2) Give suggestions on how he can improve himself
- 3) Discuss the mother-child-relationship. Was it a breach of trust to mention the addiction of the son?



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