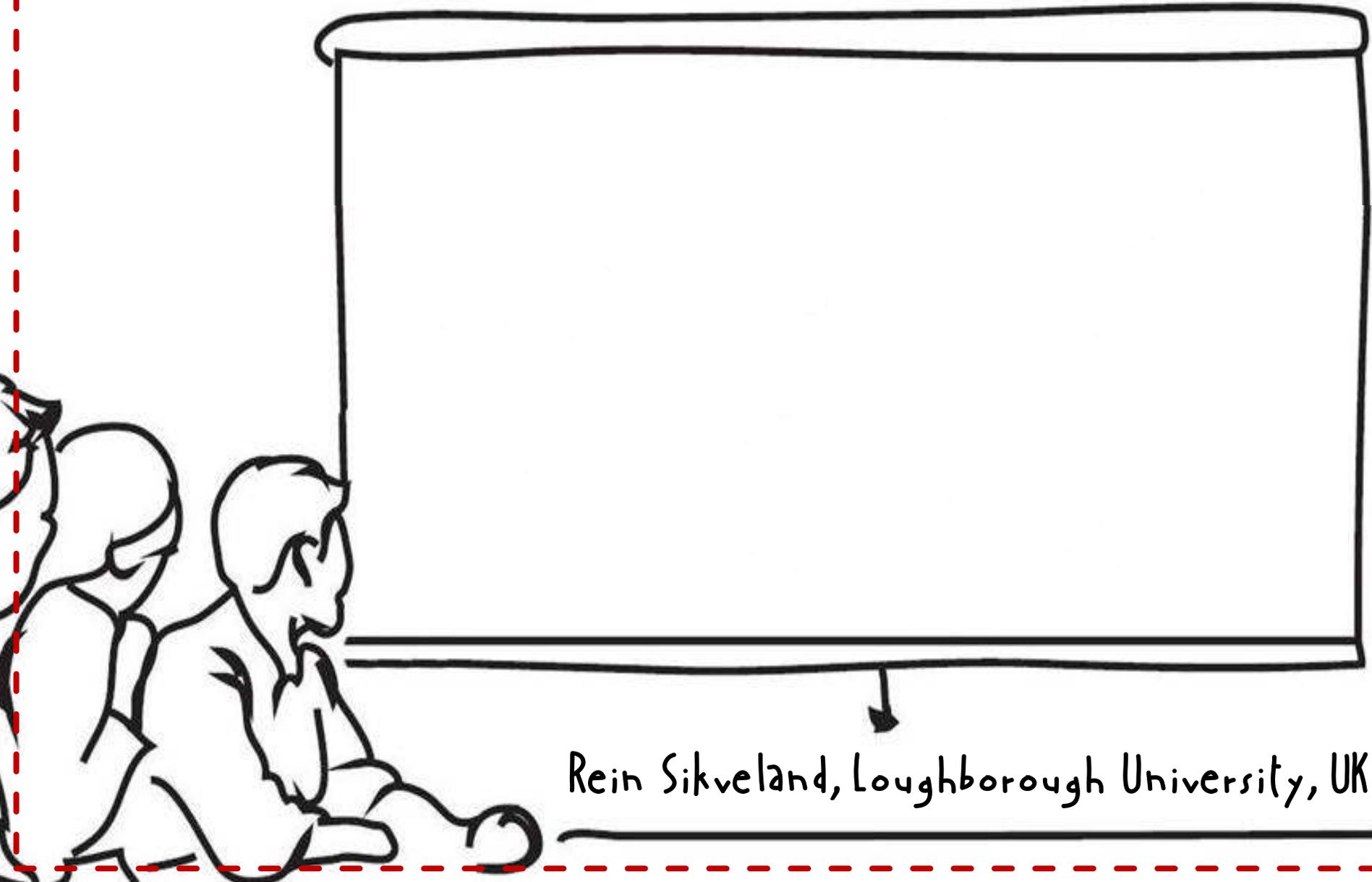


# CARM: The Conversation Analytic Role-play Method



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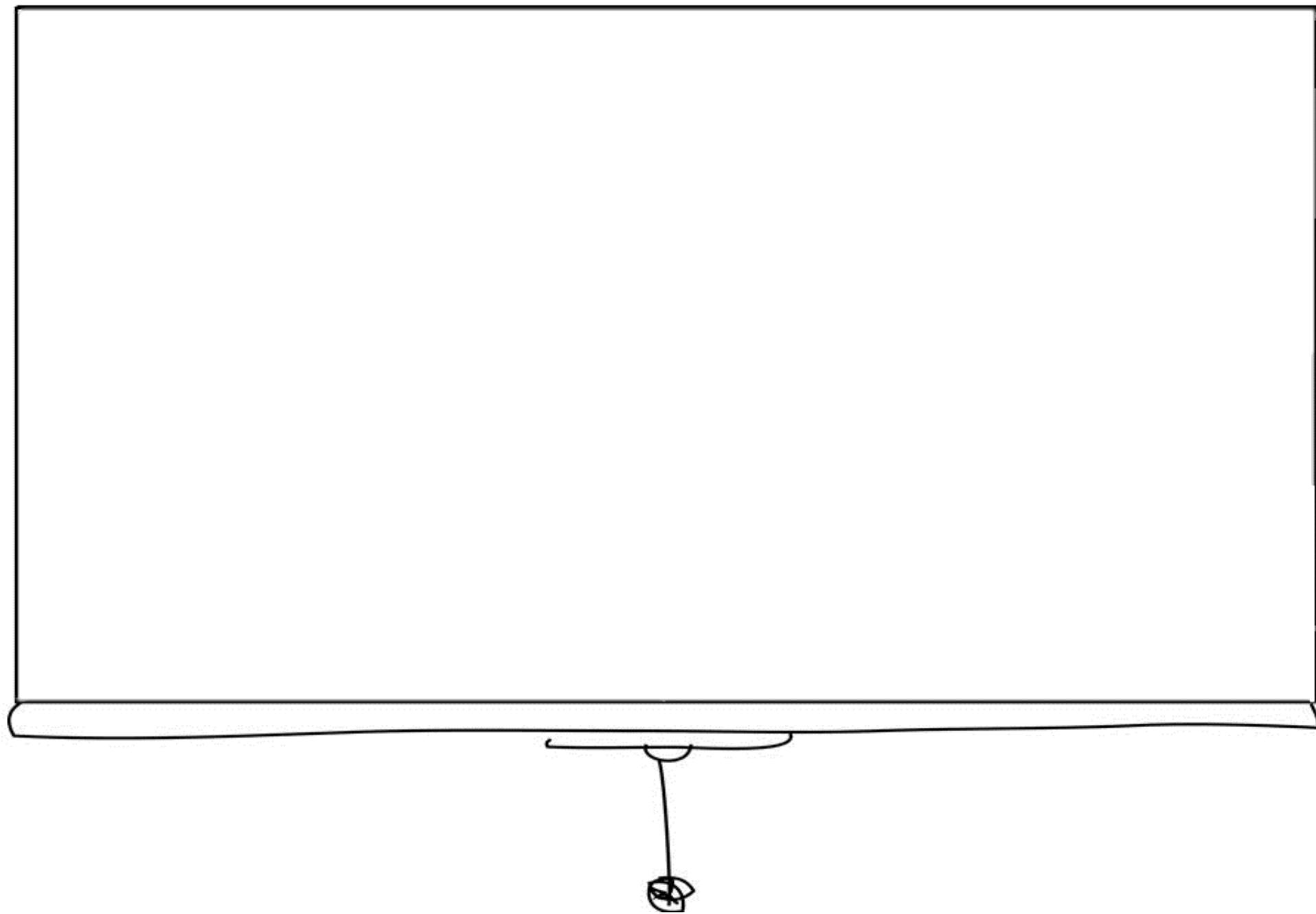
- \* What is conversation analysis?
- \* How to identify effective communication
- \* Implications for training
- \* Implications for written communication

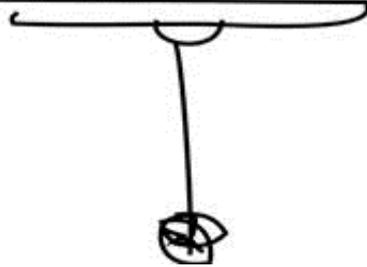


Experimental kid

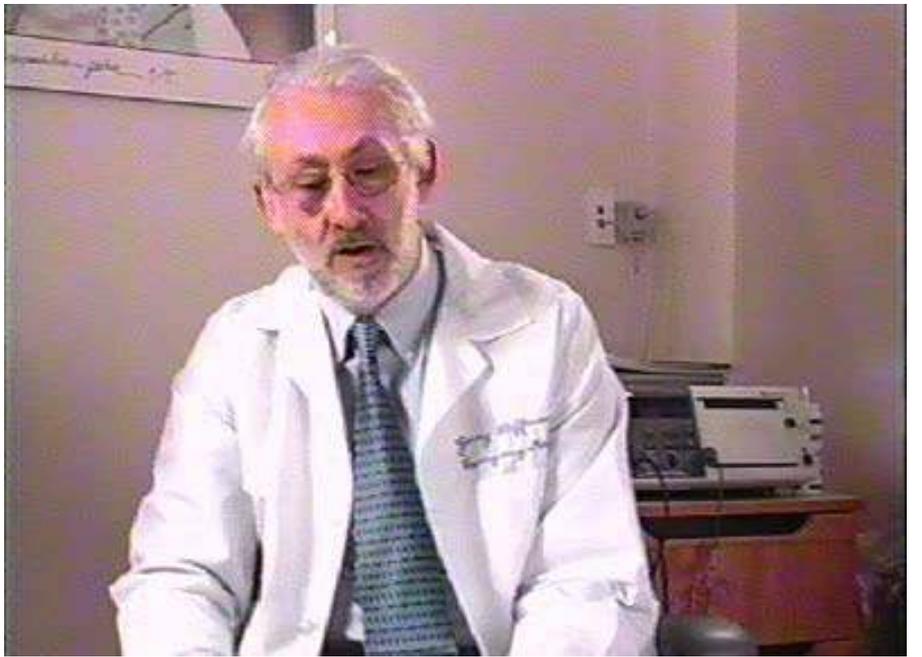
Confederate kid







# What is conversation analysis?

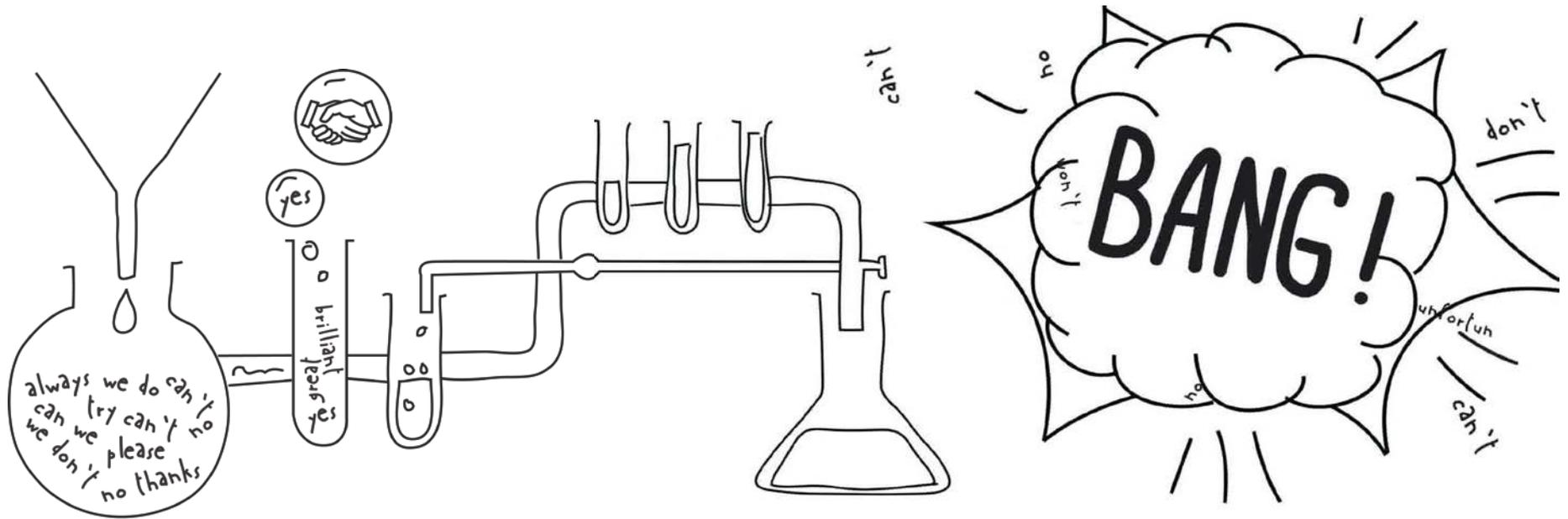


1 D: A'right, uh- I understand about theē:  
 2 sore throat an' swollen glands.  
 3 (0.4)  
 4 D: Before we deal with that, (0.4) are  
 5 there ↑any other things: y'd like us  
 6 to address during this visit,  
 7 P: .p<sub>thh</sub> no, that's it,

Any

1 D: A'ri:ght.  
 2 (0.3)  
 3 D: I understand about the cough: an'  
 4 runny nose.=.hh before we deal  
 5 with that, (.) is there some other  
 6 issue you'd like to address, (0.3)  
 7 during this visit?  
 8 P: .pt yes w'll I also have this skin thing  
 9 on my arm,

Some



How to identify effective communication

1 M: What we do as a mediation service we: um: (1.1) we help  
2 people: (.) sort out- (0.4) their own uh differences so .hhh  
3 we wouldn't take si:des, we wouldn't- (0.7) try an' decide  
4 who's right or wrong but would- .hh would try to help you  
5 both um:: (0.8) sort out uh: the differences between: (0.2)  
6 between you.

7 (2.5)

8 C: Well I-hh (1.2) to be qui:te honest I don't think she'd  
9 cooperate.

1 M: We're a mediation projec- (0.4) project in the:: (.) Stockham area, (0.2)

2 C: Ye[h.

3 M: [.hhh and what - (0.2) we try t'help neighbours that are in dispute::, [.hhh what=

4 C: [Uhuh.

5 M: =we do first um: .pt send a letter out to your neighbour straight away .hh t'say that:

6 y- we've been in touch with you, .h[hh and hm- ask 'em (0.2) whether they would=

7 C: [Yeh,

8 M: =(0.4) .hhh get in touch with us so that we can discuss it with them? Hh=

9 C: =Yeh,

10 M: If they sa::y- if they phone up an' say yes then we make an arrangement t'come

11 an' see you both separately, .hhhhh [but with (0.3) but with the aim of: (0.2)=

12 C: [Yes.

13 M: =<eventually,> gettin' (0.3) round a table an' discussing matters with you all,

14 C: M[m:.

15 M: [.hhh to try an' come t'some sort of an agree:ment of: ways you can go fo:ward.

Procedurally not ideologically focused ...

1 M: Does that sound .hhh like it might be helpful to you?  
 2 (0.7)  
 3 C: I- uh- (0.2) it might be but um:: (0.3) I'm not too sure at this stage about  
 4 (0.6) you know, how long- y- seein' this: gi:rl,  
 5 M: ↓Yeh, but you'd be willin' t'see two of our media[tors jus' t'talk about it all. .hhhh]  
 6 C: [Oh of course. Yeah. Yeah ]  
 7 definitely.

1 M: I'm sure he would be will:ing t'come in and see our media[tor:?  
 2 C: [Oh yeah:

1 M: I just- wanted to see if you would be willing to attend a: a session as well.  
 2 C: I'm more than happy to go down that route.

1 M: Okay then, so would you be willin' t' two of our mediators to call round  
 2 and talk to you about it all?  
 3 C: Yeh I'm more than (willing).

1 C: [...] my brother went through a divorce, 'n he- he says he found the mediation a  
 2 waste of time.  
 3 (.)  
 4 C: .hhh (.) [and ] me and my wife just- do not get on.  
 .  
 24 M: .pthhh ↑Would you be willing to come in to see ↓our mediator for a cha:t:,  
 25 (1.5)  
 26 C: ↑Uh:m (0.2) yeah I ↓will.

CARM

Conversation  
Analytic Role-play  
Method



yes

o brilliant  
o great  
o

o  
o

always we do can't no  
can try can't no  
we we please  
we don't no thanks

can't



The problem CARM solves

# The problem CARM solves

1 S: Limetown surgery, Christine speaking, c'n I he:lp,

2 (0.4)

3 C: Hello::,=I'm sorry t'trouble you, I wonder if I- (0.2) am- am I eligible for a: (0.2)

4 flu jab.

5 (0.3)

6 S: ~~What's your name please~~ **What's check for you, could you tell me your** na:me please.=

7 C: =Maira Anderson,

8 S: **I'm [9.0] looking for you::: um:::, um yes you are eligible,**

9 S: **shall I book you in?**

10 (0.2)

11 S: Eligible for one,

12 (0.2)

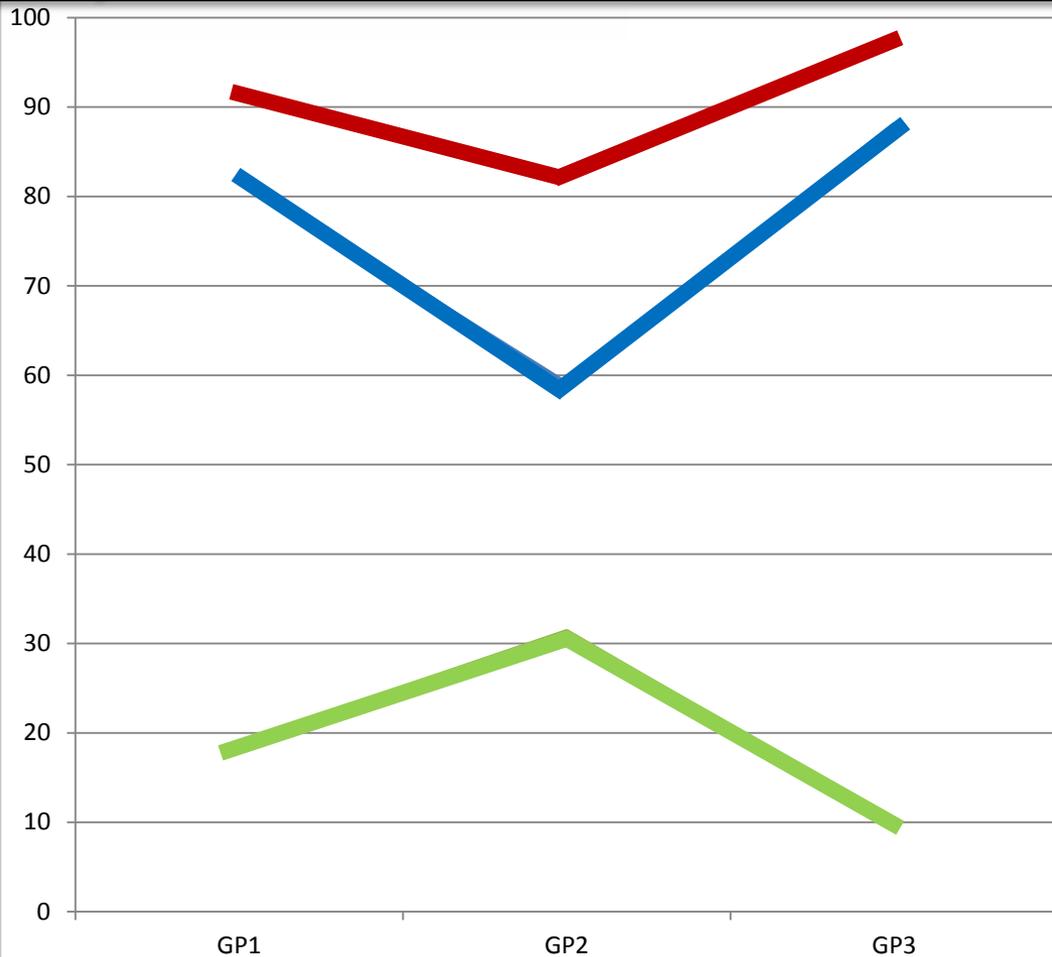
13 S: [Yeah.]

14 C: [(Yeh) ] but is it up to me to-

15 (0.5)

16 S: Um I can book you in.

# The problem CARM solves



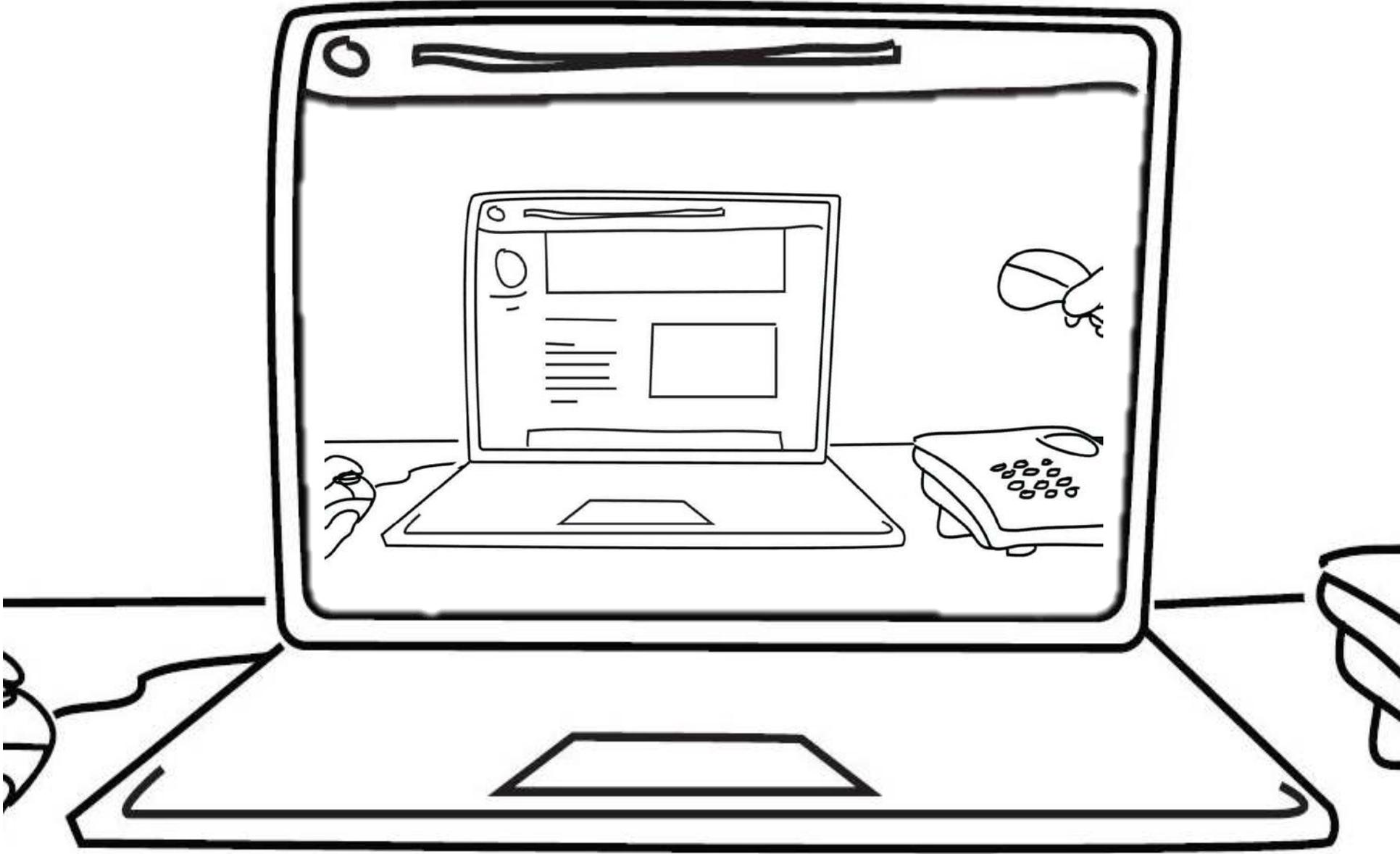
— Percentage describing experience of making appointment as good

— Percentage finding receptionist at surgery helpful

— Percentage patient burden in our data

**THE GP PATIENT SURVEY**







- \* Change words, change outcomes
- \* Identify the right 'trainables'

Effective  
Communication

\* *Know your racetrack!*



# Stay in touch:

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