

OARS + Model for Motivational Interviewing

O pen-Ended Questions	A ffirmative Statements	R eflections	S ummary Statements	+ Offer Information with Permission
<ul style="list-style-type: none"> • Ask open-ended questions that can't be answered with 'yes/no' • Engage in two-way dialogue • Goal is to understand their barriers, concerns and expectations 	<ul style="list-style-type: none"> • Recognize and support their values, perspective, strengths and efforts • Goal is to promote a collaborative relationship 	<ul style="list-style-type: none"> • Use reflective listening • Respond thoughtfully by paraphrasing • Validate their point of view • Goal is to confirm they have been heard or acknowledged 	<ul style="list-style-type: none"> • Use statements that recount and clarify what the person said • Identify specific areas that they can act on • Goal is to clearly and respectfully conclude the conversation 	<ul style="list-style-type: none"> • You may offer your own experience and/or information – ALWAYS ask for permission • Goal is to foster openness and connect based on respect, not to persuade or convince
<ul style="list-style-type: none"> ✓ How are you feeling about the vaccine? ✓ What concerns do you have? ✓ What reasons do you see to get the vaccine? ✓ On a scale of 1 – 10, how important are those reasons to you? ✓ What could you do to get more information? ✓ What would help you feel better about the vaccine? 	<ul style="list-style-type: none"> ✓ I can see that you really care about this ✓ I can see that you have done a lot of research ✓ Thank you for being honest with me ✓ I am hearing that you have really been weighing this out carefully 	<ul style="list-style-type: none"> ✓ What I hear you saying is...is that correct? ✓ Sounds like you are feeling worried about... ✓ Sounds like you want what the vaccine promises, but you're not sure because.... ✓ You sort of want to do it, but have reservations 	<ul style="list-style-type: none"> ✓ So, you mentioned several things that you could do to find out more... ✓ You also said that you would talk to your friends and family... ✓ You said that you would like help with ___ and you want to ____ . You also want ____ . Have I missed anything? 	<ul style="list-style-type: none"> ✓ May I share my own experience? ✓ I am/was also really afraid, but I ultimately decided to do it; would it help if I shared my reasoning or what helped me?