

## Some key points about OARS-Plus.....

### Open-Ended Questions:

- An “open door” to accept information about the person- who they are & what they are about
- Direction of the conversation is controlled by the questions- they can be used to move the conversation forward- to GUIDE it
- Require an answer beyond “yes” or “no” or a limited amount of information
- They can be used to demonstrate curiosity and genuine interest in the person
- Beware of the “Question-Answer Trap”. Ideal for supporting change is to balance 2 reflections for every question.

More in Chapter 4 of the Rosengren book *Building Motivational Interviewing Skills*

### Affirmations:

- Build hope, strengthens connection
- Comes from them versus you (as praise would)
- Identifies a strength, value, goal, effort or success of the individual
- Use the word “you” to start the affirmation. Avoid using the word “I”.
- Form a statement that shows recognition, support, appreciation, respect
- Honesty and specificity, remain neutral and genuine in your inflection

More in Chapter 4 of the Rosengren book *Building Motivational Interviewing Skills*

### Reflections:

- Sometimes we give words to something that they may not have been able to express
- Seek to understand- try to capture the essence-curious hypothesis in the form of a statement
- Respond to the last thing said and convey that understanding to them
- Give yourself space to wonder about the persons experience
- It’s OK if it’s incorrect “You don’t have to hit the ball out of the park- you just have to get your bat on the ball” Stephan Rollnick

- Voice/intonation go down at the end of the statement (instead of a question/up)

More in Chapter 3 of the Rosengren book *Building Motivational Interviewing Skills*

### **Summaries:**

- Convey understanding, link client statements together like puzzle pieces
- Clarify complex information and demonstrate you are listening intently
- Re-gather your thoughts or transition topics/change direction of the conversation
- Summarize the strengths, capture or emphasize change talk (you don't pull the weeds in a bouquet)

More in Chapter 4 of the Rosengren book *Building Motivational Interviewing Skills*

### **Plus- Offering Information and Advice (with permission)**

- Important to have engagement because they need to know you understand their experience first.
- Pick the timing of the exchange when the person seems like they want advice, or ask for it. Look for signals of engagement, interest, concern or openness to change.
- Ask for permission to offer advice or information. Honor their autonomy. If they say "no thank you", please honor this.
- Offer choice and use minimizing language/give them permission to disagree/disregard "you may not find this useful....." or "It's up to you...". They do have the freedom to make their own good decisions.
- EPE: 1. Elicit what they already know (clarify needs- "would it be alright if I...") 2. Provide the information 3. Find out what they might do "what do you make of this"
- Watch out for the Expert Trap which makes the assumption that they have absences and I need to fill them. We don't have the best advice.
- Offer information in the context of other clients "in my work with clients like yourself, they have found....."

More in Chapter 9 of the Rosengren book *Building Motivational Interviewing Skills*