

Engage

OARS	Open-ended questions	<ul style="list-style-type: none"> • Evocative and inviting • Can't be answered with "yes" or "no" • Probing (rely on your curiosity) <ul style="list-style-type: none"> ○ "Explain" ○ "Tell me about" ○ "Say more about" ○ "Clarify" ○ "How," "what" vs. "are," "do," "did" and "could"
	Affirmations	<ul style="list-style-type: none"> • Recognizes and reinforces success <ul style="list-style-type: none"> ○ Key: needs to be expressed with genuineness • Offers perspective in face of difficulties • Expresses optimism • Sees any progress as progress • "It takes a lot of strength to go through all you have been through."
	Reflective Listening (see example reflection stems on next page)	<ul style="list-style-type: none"> • Mirrors what patient is saying • States what the patient is meaning • Shows collaboration and equity • Should be done frequently – try to offer two reflections for every question you ask
	Summaries	<ul style="list-style-type: none"> • Lets patient know you're listening and understanding • Pulls together and links relevant information • Allows patients to hear their own motivations and ambivalence • Helps to clarify any disordered thinking or communication • Helps to bridge and transition between topics • Focuses on priority content and feelings

MI Reflection Stems

- Sounds like...
- You're saying that...
- You're feeling like...
- This has been totally _____ for you.
- Almost as if...
- Like a...
- As if ...
- For you, it's a matter of...
- From your point of view...
- You...
- You are...
- Must be...
- You really ...
- Through your eyes...
- You believe...
- Your concern is that...
- Your fear is that...
- It seems that...
- You're not terribly excited about...
- You're not much concerned about...
- This really...
- It is so...
- You feel so...
- It's really important to you that...
- You're not really...
- You feel as though...
- What I heard you say was...
- Empathy is saying more than the client said but not more than the client meant.