

## OARS: A QUICK GUIDE TO CORE SKILLS

<b>O</b>	<p><b>Open-ended questions or statements</b> How/What/Tell me...</p>	<p>-Cannot be answered with a “yes” or “no” -Evocative and inviting -Response possibilities are endless -Avoid “why” as it can cause defensiveness Stems:</p> <ul style="list-style-type: none"> <li>• Tell me about...</li> <li>• What was that like?</li> <li>• How does that fit into your health goals?</li> <li>• What is it like when you forget your medication?</li> <li>• Tell me about your _____ since we last met..</li> </ul>
<b>A</b>	<p><b>Affirmations</b> Shows appreciation for what the patient is going through</p>	<p>Seek opportunities to notice and affirm: -Past successes, current efforts -Persistence and strengths -Health goals and efforts to act on them -Showing up for appointments or answering the phone Stems:</p> <ul style="list-style-type: none"> <li>• That took a lot of ....</li> <li>• You’re determined...</li> <li>• You were able to...</li> <li>• You showed... by...</li> </ul>
<b>R</b>	<p><b>Reflective Listening</b> <b>Simple</b>- repeating/rephrasing what patient is saying <b>Complex</b>- paraphrasing what the patient is saying with emphasis on meaning or feeling</p>	<p>-Mirrors what the patient is saying -Patient feels listened to, heard and cared about -Demonstrates your efforts to accurately understand -Patient speaks what is on his mind instead of just answering what is on your mind -More truth and problem solving from patient -Avoid or limit using the word “I” in your reflections -Done frequently. Offer 1-2 reflections for every question asked Stems:</p> <ul style="list-style-type: none"> <li>• You are saying...</li> <li>• You are wondering...</li> <li>• It sounds like...</li> <li>• From your perspective</li> <li>• _____ is important to you</li> <li>• It seems to you that...</li> </ul>
<b>S</b>	<p><b>Summary</b></p>	<p>-Lets the patient know that you are listening and understanding -Pulls together and links relevant information -Reflect the big picture:</p> <ul style="list-style-type: none"> <li>• Main points, change talk, strengths and health goals</li> <li>• Follow with: “Have I got it or is there anything else?”</li> <li>• Then ask a key question such as: “What is your next step?” “What would you like to do?” “Where does this leave you?”</li> </ul>