

Motivational interviewing care skills - OARS

✓ Open-ended questions

- Would you tell me more about...?
- How would you like things to be different...?
- What have you tried already...?
- What is your life like at the moment...?

✓ Affirmations

- I'm really impressed with the way you...
- That's great how you've managed to give up smoking...
- You're very good at...
- Not smoking around your kids is really good...

✓ Reflective listening

- Repeating
 - So, you feel that...
- Paraphrasing
 - So, if I understand you correctly, you think that...
- Reflective feeling
 - That feels like it must have been very difficult for you...

✓ Summarising

- Let me see if I have understood so far...
- So, you are telling me that...
- Just to re-cap...
- Is there anything I've missed out...?

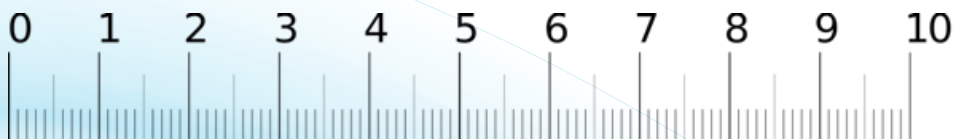
✓ Motivational interviewing key references

- Miller WR & Rollnick S. Motivational interviewing, 3rd Edition, 2012, Guildford Press, New York
- www.motivationalinterview.net

✓ Other useful resources

- Diabetes UK information prescriptions for health care professionals
- <https://www.diabetes.org.uk/professionals/resources/resources-to-improve-your-clinical-practice/information-prescriptions-qa>

The Importance/Confidence Ruler



✓ Follow-up questions:

- If the individual responds “6”, ask “why did you not choose a lower number, like a 1 or a 2?”
 - This elicits “change talk”
- If the patient gives a low number e.g. “2”, ask “why did you not choose a high number, like a 8 or a 9?”
 - This elicits barriers to change

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