

OARS: A QUICK GUIDE TO CORE SKILLS

O	<p>Open-ended questions or statements 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"> • Tell me about... • What was that like? • How does that fit into your health goals? • What is it like when you forget your medication? • Tell me about your _____ since we last met..
A	<p>Affirmations 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"> • That took a lot of • You’re determined... • You were able to... • You showed... by...
R	<p>Reflective Listening Simple- repeating/rephrasing what patient is saying Complex- 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"> • You are saying... • You are wondering... • It sounds like... • From your perspective • _____ is important to you • It seems to you that...
S	<p>Summary</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"> • Main points, change talk, strengths and health goals • Follow with: “Have I got it or is there anything else?” • Then ask a key question such as: “What is your next step?” “What would you like to do?” “Where does this leave you?”