



OARS

Ask Open-ended questions (and fewer questions)

Affirm your client's strengths and efforts

Reflect your client's meaning in order to understand

Summarize

Why Summarize?

- Reinforces what the participant has said
- Shows you've been listening
- Allows participant to hear their thoughts about change
- Insures you "got it all" or understand the participant's concerns
- Provides transition to further discussion

Key Elements:

- Start with an introduction – "Let me see if I understand..."
- Capture both sides: start with "cons" and end with "pros"
- Check for understanding - "Did I get it all?"

Five example MI Questions

Why would you want to make this change?

How might you go about it in order to succeed?

What are the three best reasons to do it?

How important is it to you on a 0-10 scale? And why are you at ____ and not a (lower number)?

So what do you think you'll do?



OARS Practice

Role-play with a partner the following scenarios: (*Remember you are just practicing using OARS! Not solving or fixing the issue*). Try using a couple of OARS skills for each - especially a summarization.

1. A caregiver is calling with a request to buy Bob's Red Mill Gluten Free Rolled Oats with the child's whole grain choices on the WIC check. (It is allowed because it meets the requirements).
 - *I hear that you want a specific brand of oats using your WIC checks, tell me more about this.*
 - *You are a very caring parent concerned about your child's health.*
 - *(It sounds like) you felt frustrated at the grocery store when trying to buy this.*
 - *So, let me see if I understand, you plan to talk to the clinic staff about other things you can do to help your daughter with her gluten intolerance, you will be going to the store to buy the rolled oats that work best for her, and you'd like me to make sure this information is available to others with gluten intolerance. Did I get that right?*
2. A postpartum mother is calling because she moved out of her grandmother's house with her baby and she unfortunately left all the formula behind because of the circumstances of the move.
3. Mom is calling asking to be able to have checks mailed to her because she does not have the money to drive to the clinic. Her child will be 5 this month, but her younger child needs to be recertified.
4. A client upset with the store is calling and saying they won't let her buy the baby food that she has bought several times before. Her baby really likes the Sweet Corn Casserole Stage II foods.
5. A mom with a 7 month old is out of formula. Her mother bought her different brand of formula and the baby seemed to really like it, now the baby only likes this new formula. She is on her way home from work, doesn't have the gas money to go home and then back to the store, and her WIC appointment is tomorrow.
6. A mom is calling because the store is refusing to sell her organic produce.
7. A dad is calling because he now has custody and no formula. He says the mom has an appointment at the clinic tomorrow, but he is the one needing the checks.
8. **(Extra Bonus)** You have an eleven year old that is asking to go to the mall with some of his friends who are 13. They don't have any reason to go (that you can see) and you really prefer he stay home and unload the dishwasher, clean up his room, and finish his assignment that is due in 2 weeks.



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5% Passive
64 Reading Ease
6.7 Grade level