

OARS Handout

The spirit of Motivational Interviewing is about eliciting from clients their own good motivations. It is more like guiding than directing. It is more like dancing than wrestling. It is about listening as much or more than telling. “The overall “spirit” has been described as collaborative, evocative and honoring patient autonomy” pp133. (Rollnick, S.; Miller, R.; & Butler, C. (2008) Motivational Interviewing in Health Care. New York: Guilford Press

A summary of OARS (open ended questions, affirmation, reflection and summarisation) these 4 elements are the core of MI.

Open ended questions invite clients to participate in a discussion. Examples include:

- What brought you in today?
- Can you tell me more about that?
- What concerns do you have about.....?
- What helped you to decide to.....?
- What, Why, How, Where, when should always be in a non-judgmental tone.

Affirmations affirm the person. These statements can affirm effort, participation, dealing with challenges, a thank you, referring to a person by name Examples include:

- Thank you for the energy you put into this
- Thanks for coming
- Sounds like you accomplished a lot this past month
- I can see you really worked hard on that
- You see the importance of exercise
- You increased your walking by 500 steps a day!

Reflections are statements that convey to the client what you think they meant or what you heard them say. Your voice inflection should be down or a flat tone at the end of a reflection. Examples include:

- Sounds like your feeling.....
- So you're thinking that.....
- The way you see it is.....
- From your perspective Is the most important thing for you to work on at this time?
- It seems like you think counting carbs during the week will work for you and your are not sure about the weekends
- Let me see if I understand...
- What I heard you saying.....
- Help me understand what is most important to you.

Reflections can be simple, complex, strong, weak, reframed or stating an unspoken emotion.

Simple: you don't like vegetables.

Complex: you think exercise is difficult to do and it takes to much time and planning.

Amplification: You **REALLY** don't want to exercise.

Double-sided: You don't check your blood glucose and you also think it would be good to do that more often.

Reframing: "I hate having diabetes!" Reframing reflection: Sounds like having diabetes is a difficult thing to accept.

Verbalisation of an unspoken emotion: A client who is crying: this must be very difficult for you. (This statement is both affirming and reflection)

Summarisation involves reflecting back at several reflections, noting ambivalence and reflecting change talk.

Now that you know what you need to know about diabetes, you need to set some goals to manage your diabetes. You need to think about how you will change your eating habits and when you will check your blood glucose and begin thinking about how you will start that exercise plan when you are ready. Let's review a little bit. When will you monitor your blood glucose? How will you make sure you eat no more than the right amount of carbs? When do you think you can add in an exercise plan?

You have shared a lot of information for us to work on your plan of care. It sounds like you understand diabetes pretty well and are clear on diet, exercise and monitoring. You're not sure you are ready to start the exercise plan. You understand the importance of monitoring your blood glucose and think you can do that most of the time. It is important to you to join your friends for Saturday morning breakfast and you want to keep eating your fried breakfast. You are also not sure you can manage everything at once and you are willing to work on managing your self-care with help from the wellness center. If it's ok with you can we talk about some goals you think are important and how you would like to meet those goals?

You understand how to manage your diabetes and now you know you need to include an exercise plan. You also are not convinced you need to change your weekend breakfast with your friends. You are willing to keep coming here to work on doing what you need to do to manage your diabetes. Now let's talk about the goals you need to make to accomplish that.

I think you know pretty much what you need to know about diabetes to get started on managing your self-care. What goals would you like to set for diet, exercise and monitoring your blood glucose? We need to make sure you include each of those in your plan of care. Let's start with planning, when will you check your blood glucose?