

# Motivational Interviewing – Fishbowl Series

Using Your OARS

Series 2 of 3

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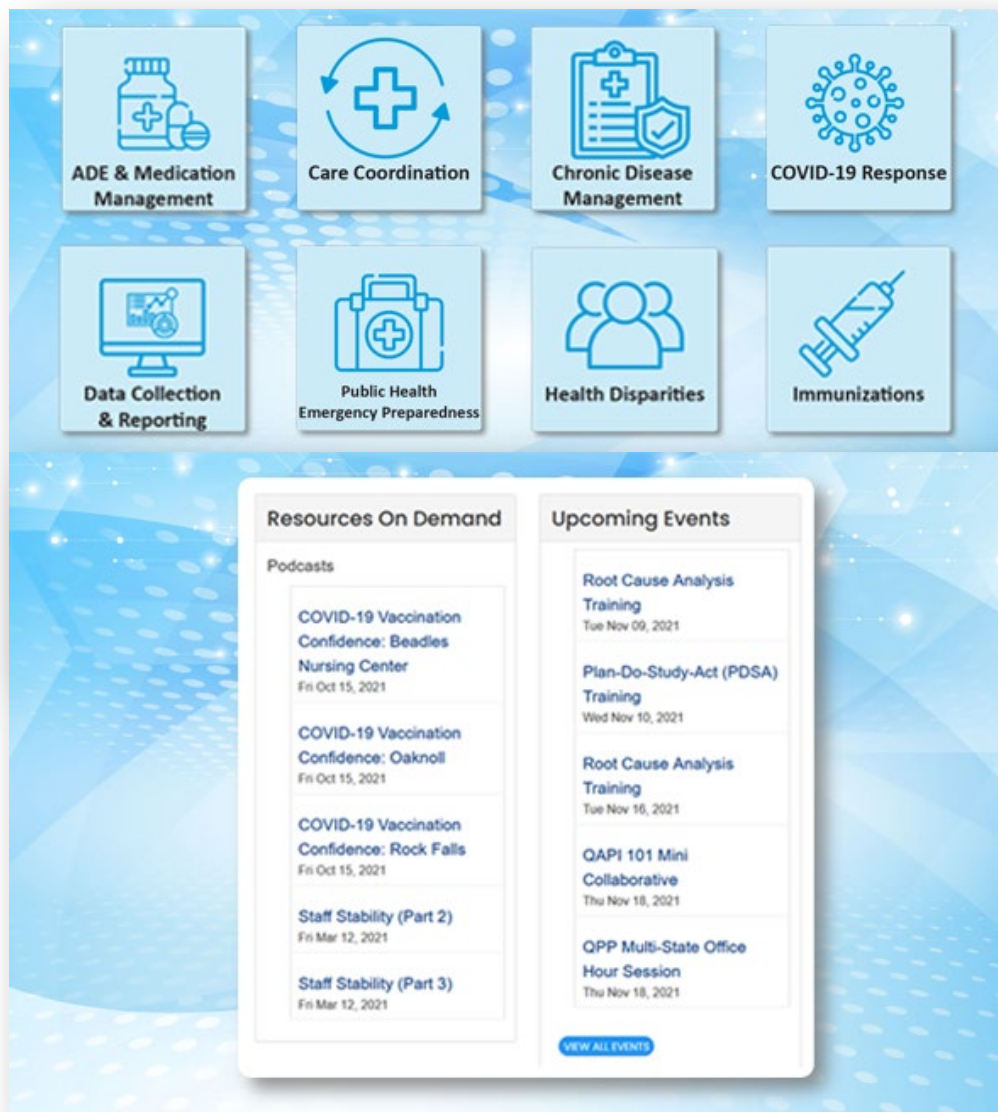
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**Telligen QI Connect™**  
Partnering to improve health outcomes through relationships and data



# > More Motivational Interviewing Skills

## A Three-Part Webinar Series

“A leader is a coach, not a judge” W. Edwards Deming

# Objectives for This Series

- Describe some (not all) Motivational Interviewing skills that can be used to have a conversation about vaccines and boosters
- Identify Motivational Interviewing skills (tactics and strategies) used in various conversations
- Practice using Motivational Interviewing skills

# COVID-19 Vaccinations and Boosters

Most are feeling overwhelmed and worn out from talking about this – staff, leaders, everyone...

➤ So, why are we *still* talking about this?

1. Vaccines/boosters are still one of the best ways to prevent death and hospitalization from COVID-19 – especially with more variants appearing
2. Booster rates are still low (less than 50% for residents and/or staff)
3. Opportunity (to learn more about MI, how to use this skill and make it transferrable to other topics)





# Motivational Interviewing



- If you're new to Motivational Interviewing as an idea, please go back and review slides from our five-part series on Motivational Interviewing this summer:
  - [Session 1](#)
  - [Session 2](#)
  - [Session 3](#)
  - [Session 4](#)
  - [Session 5](#)
- See resources slide at the end for more



## What We Covered Last Time



- Get yourself right first
- Effective conversation practices
- Appeal to agency
- Ask permission
- Practice scenario – Sustain Talk

# Process Steps with Motivational Interviewing

## Engage

Ask permission to have the conversation  
Express empathy  
Ask questions

Use affirmations  
Support autonomy

## Focus

- Define and develop a direction for change
- What's the agenda? What do they want to change?
- Change talk happens here

## Evoke

- Collect ideas for change
- Talk about reasons and importance of change
- Explore confidence in ability to change

## Plan

- Engage and commitment to action
- How to change

## > Let's Practice

- Introduce a scenario
- Observe two ways of responding – one skilled, one unskilled
- How would YOU respond?

## Scenario with Discord

A nursing staff person has agreed to meet with you 1:1 about the COVID-19 booster shot. They come to your office, slam the door and shout: “Stop asking me about getting a booster! I’m not going to do it!”

- Don’t slam my door! And don’t yell at me! Come back when you can act like a grown up!
- I *will* keep asking you about it until you agree to have the booster vaccine.
- Fine. Whatever. Get fired. See if I care.
- Calm down!
- What have you said? Why is this an unskilled response?

## Scenario with Discord

A nursing staff person has agreed to meet with you 1:1 about the COVID-19 booster shot. They come to your office, slam the door and shout: “Stop asking me about getting a booster! I’m not going to do it!”

- Wow! I can see you’re really upset.
- Thank you for still coming to meet with me even though you don’t want to talk about the booster.
- Since you’re here, do you want to take a seat and talk? It doesn’t have to be about the booster.
- I hear a lot of emotion in your voice about this. I’d like to hear more about what you’re feeling.
- What else could you say? Why are these skilled responses?

# Examples of Open-Ended Questions



- How can I help you with protecting yourself from Covid?
- Help me understand what you know about the COVID-19 vaccine?
- How can you protect yourself from being infected with Covid?
- What are the good things about Covid vaccine? what are the less good things about it?
- What do you want to do next?

# OARS Techniques

- **O**pen questioning gives a person the opportunity to tell his or her story and provide important information
- **A**ffirming is recognizing strengths and acknowledging behaviors that lead in the direction of positive change
- **R**eflecting allows listeners to clarify what was said for the purpose of understanding
- **S**ummarizing is repeating back what was said using your own words



## Examples of Affirmations

- I appreciate that you are willing to meet with me today.
- You are clearly a very resourceful person.
- You handled yourself really well in that situation.
- That's a good suggestion.
- If I were in your shoes, I don't know if I could have managed nearly so well.
- I've enjoyed talking with you today.



> Let's Talk! 

# How Can I Learn More About Motivational Interviewing?

- A skill that requires training then practice
  - TRAIN is a national learning network that provides quality training opportunities for professionals who protect and improve the public's health
    - <https://www.train.org/main/welcome>
  - CDC website: Talking with Patients about COVID-19 Vaccination
    - <https://www.cdc.gov/vaccines/covid-19/hcp/engaging-patients.html>
- Iowa Chronic Care Consortium
  - <http://iowaccc.com/health-coach-programs/>



# Upcoming Events



For all other events, visit our website:  
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Don't miss out on these upcoming events:



## Ask an Expert: Pneumonia Vaccine

11:00a.m. – 11:30a.m. CST

[Registration link](#)



## Monkey Pox Clinical Presentation

1:00 p.m. – 2:00p.m. CST

[Registration link](#)



## Ask an Expert: Connecting the Dots: Immunizations, Sepsis, and Antibiotic Stewardship

11:00a.m. – 11:30a.m. CST

[Registration link](#)

