

OARS

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12 kinds of responses that are *not* listening

1. Ordering, directing or commanding
2. Warning, cautioning or threatening
3. Giving advice, making suggestions or providing solutions
4. Persuading with logic, arguing or lecturing
5. Telling people what they should do; moralizing
6. Disagreeing, judging, criticizing or blaming
7. Agreeing, approving or praising
8. Shaming, ridiculing or labeling
9. Interpreting or analyzing
10. Reassuring, sympathizing or consoling
11. Questioning or probing
12. Withdrawing, distracting, humoring or changing the subject

Early Methods of Enhancing Motivation:

O A R S

- **O**pen ended Questions
- **A**ffirmations
- **R**eflective listening
- **S**ummarize
- **E**licit Change Talk

Open ended questions

- Questions that don't result in a "YES" or "NO" or single word response.

"Tell me about...?"

"What are the PRO's and CON's of...?"

" I'd like to know about...?"

"Give me an example of...?"

"What was that experience like for you...?"

Affirmations

- Show our appreciation for the persons experience

“Thanks for coming on time today...”

“Your clearly a resourceful person, to cope with such difficulties for so long.”

“What about you would make this possible...?”

“I’ve enjoyed talking with you today and getting to know you a bit.”

Reflective listening

“ Reflective listening is one of the most important and most challenging skills required for MI. In popular conceptions, listening just involves keeping quite...and hearing what someone has to say. The crucial element in reflective listening however is how the counselor responds to what the client says.”

“The essences of a reflective listening response is that it make a guess as to what the speaker means...”

Reflective Listening

Statements


Vs.

Questions

- A well formed reflective statement is less likely to evoke resistance.
- Conveys understanding

-“you’re going to that party.”


- “your angry with your boss.”

- Tone goes down. 
- Subtle

- A question requires a response.
- Questions cause people to step back and ask themselves whether they really do or should feel what they expressed.

-“Your going to that party?”

-“Your angry with your boss?”

- Tone goes up. 
- Subtle

Summarize

- Statements can be linked together and reinforce material that has been discussed.
- Use when eliciting change talk
- Show that you have been listening
- Allows the individual to hear their change talk again.