

THE CORE SKILLS OF MI



OARS + I

The Core Skills



Open Questions



Affirmations



Reflections



Summaries



Information Exchange

Open Questions



Invite more than yes or no answers

Set the tone for non-judgmental information gathering

Help people explore their own goals and ideas

Closed questions...

"Are you worried about your toddler's health?"

"Do you want things to be different for your kids?"

"Do you need help?"

Open questions...

"What worries do you have about your toddler's health?"

"How do you want things to be different for your kids?"

"How can we help?"



Affirmations

Statements of appreciation for people's character, strengths, and efforts

Build connection and engagement

Help people feel seen and respected

Affirmation Examples...

"You're a strong person who won't give up until you get what you need."

"You're dedicated to taking care of your family and yourself."

"You're determined to have the life you want."

Reflections



Make a guess at what the person means
Keep people exploring and considering
Allow people to feel understood
Selective and intentional in MI
Essential skill in MI and requires practice

Reflection Examples...

"You're worried about your toddler's health."

"You want things to be different for your kids."

"Your family is important and you're looking for some help."



Summaries

Collecting and offering a person's statements back in a brief, focused, understandable package

Intentionally choosing which elements to include

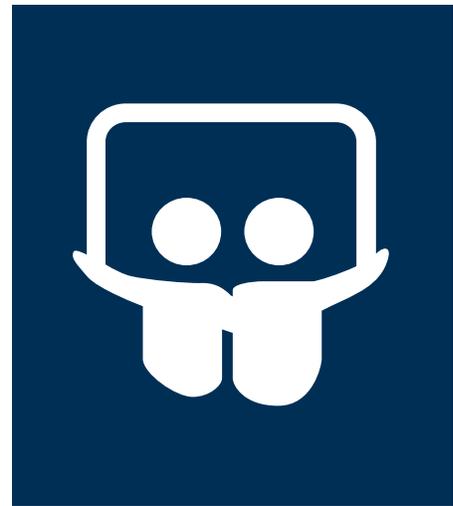
Sometimes called a "bouquet of change talk"

Used to collect, connect, link, and transition

Summary Example...

"You're a hard-working parent and dedicated to taking care of your family. You're worried about your toddler's health so you made the decision to call us. You really want things to be different for your kids and you want find out what kind of help is available for you. "

Information Exchange



You have knowledge and helpful ideas to share

Sharing information in an MI-style is collaborative, evocative, and honors autonomy

This style also saves time and continues to build engagement and trust

ASK

Ask what the person already knows about the topic

Then **ask permission** to share new information

OFFER

Offer the new information in small, clear, manageable bits

ASK

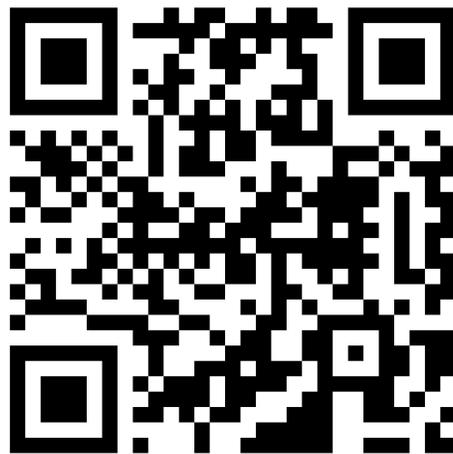
Ask the person what they think about the new information

CONTACT US



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CONTENT ADAPTED FROM:

Miller, W. & Rollnick, S. (2012). *Motivational Interviewing: Helping people change* (3rd ed.). Guilford.
