



Module 4

MI Skills: Open Ended Questions,
Affirmations, and Simple Reflections



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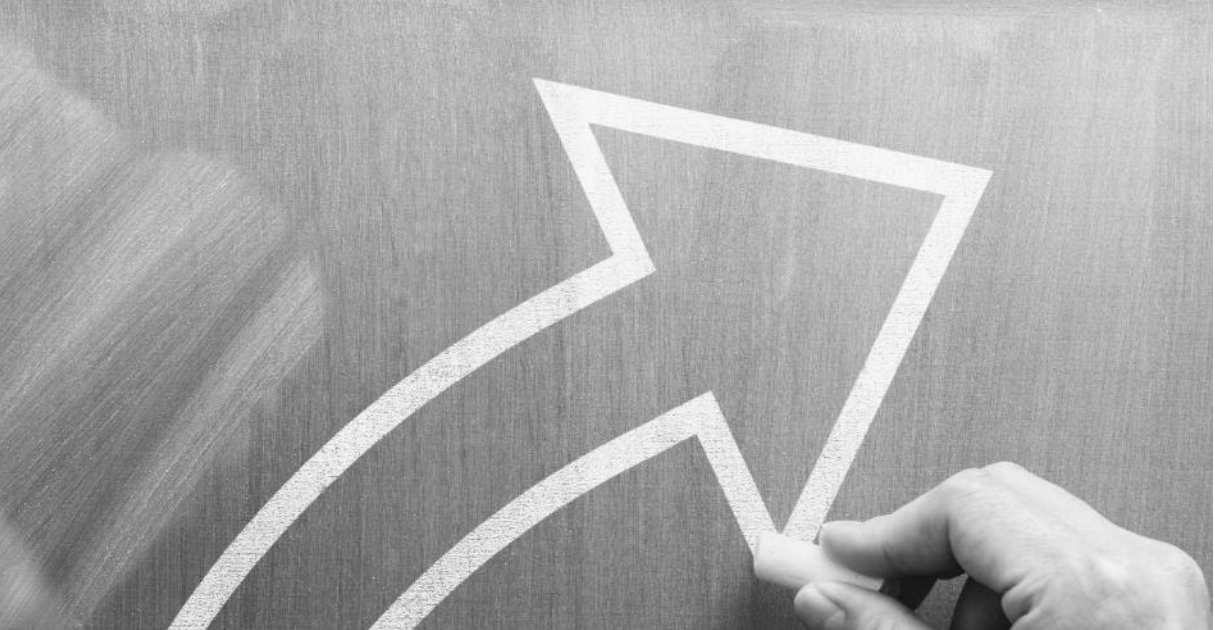
Substance Abuse and Mental Health
Services Administration



REVIEW

Module 3

Engaging
Focusing
Evoking
Planning

- 
1. MI process follows a logical sequence
 2. Each MI step builds on another, there is overlap
 3. Build on change talk to enhance internal motivation
 4. Notice sustain talk
 5. Move individual towards making a change plan when THEY are ready
 6. Use the DARN ruler to gauge motivation for change



ACTIVITY

Review - DARN Ruler

1. What was your experience using the DARN ruler?
2. What did the person considering a change learn from using the DARN ruler?
3. What did you learn from using the DARN ruler with this person?
4. What were the person's lowest and highest scores and what do you think these scores mean regarding the person's motivation toward change?
5. How might knowing these scores and the information gained be helpful to the person considering the change?



Module Objectives

1

*Identify the difference
between open and
closed ended
questions*

2

*Use open ended
questions to help
elicit change talk*

3

*Generate behaviorally
specific affirmations*

4

*Practice using
simple reflections*



SOLER

Squaring – Sit facing the person with shoulders squared and towards person

Open posture – Leave body open to person with arms uncrossed

Leaning – angle body slightly forward

Eye Contact – focus on the person, look into their eyes without staring

Relaxed – Calm your body and mind, be comfortable



OARS

O – Open Ended Questions

A – Affirmations

R – Reflections

S – Summaries

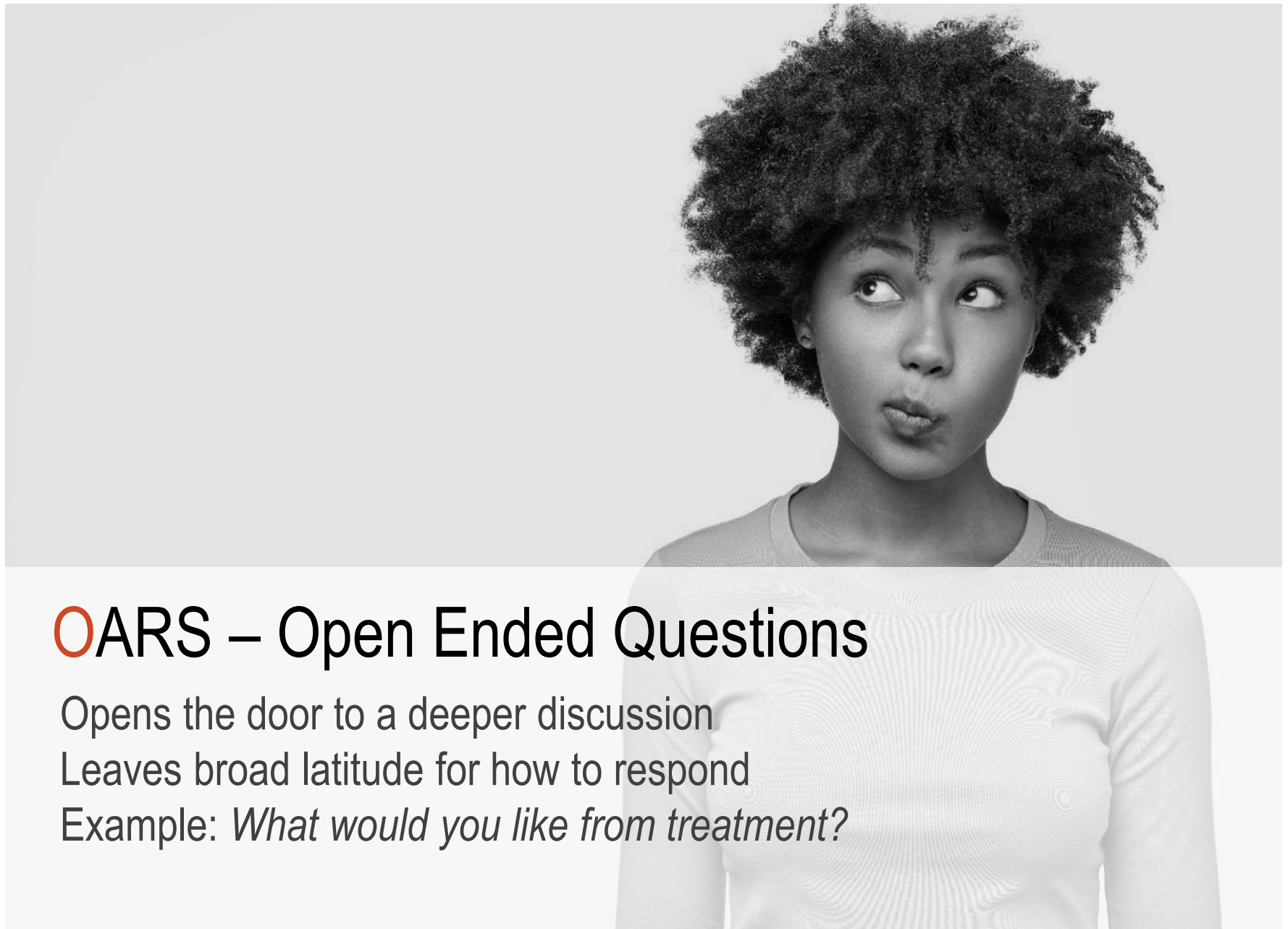


Closed Ended Questions

Yes, No or Short Answer: *Did you drink this week?*

Not much information is provided

Can feel like an interrogation, puts one on the defensive



OARS – Open Ended Questions

Opens the door to a deeper discussion

Leaves broad latitude for how to respond

Example: *What would you like from treatment?*



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Open-Ended Questions

Motivational Interviewing: Training of Coaches

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<https://youtu.be/Hip2gP6kSEw?list=PL1UDVLmMXEEdivofbgt4d6sLAe5pulbPC>



Examples of Open Ended Questions

Why do you want to make this change?

How might you go about making this change, in order to succeed?

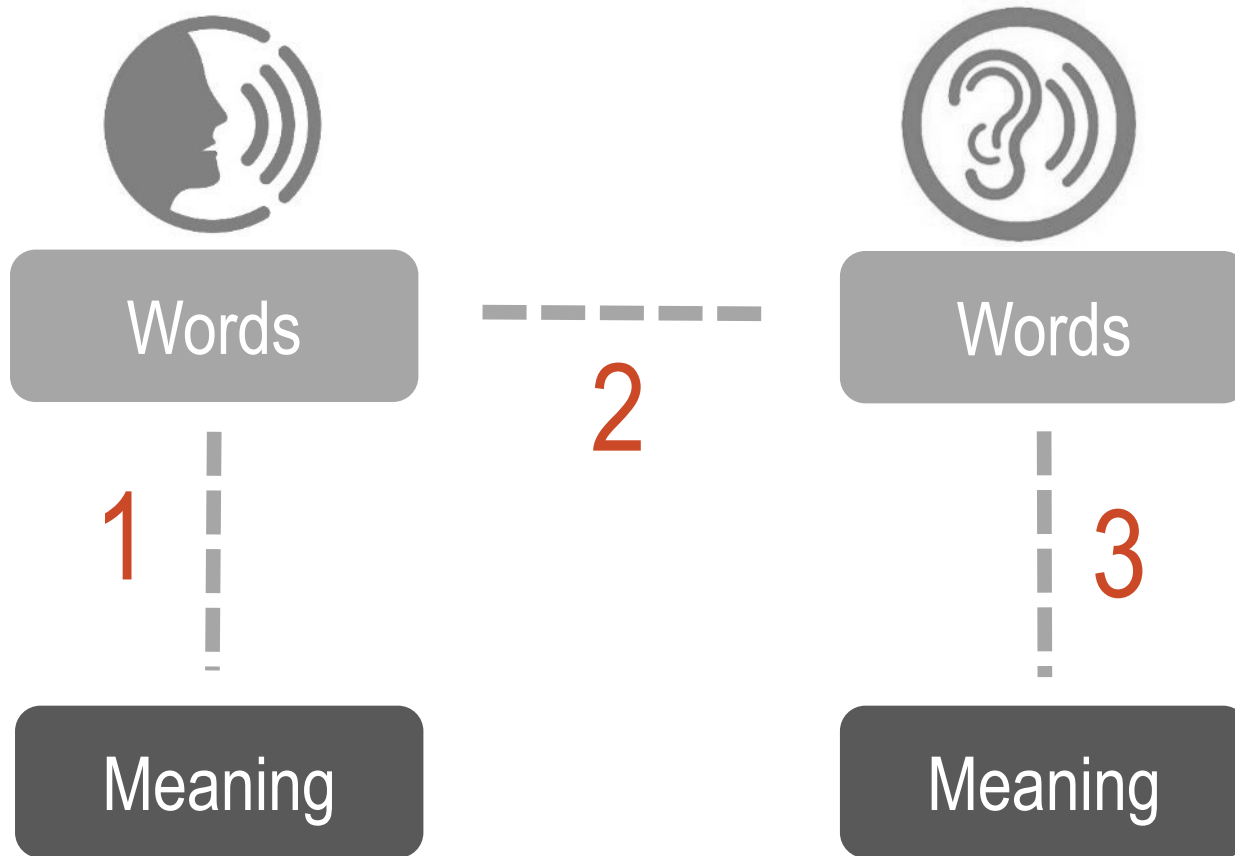
What are the three best reasons to do it?

On a scale from 0 to 10, how important would you say it is for you to make this change? Why are you at ___ and not zero?

What do you think you'll do?



Be Careful! Don't Ask Too Many Questions!



Places Communication Can Go Wrong



“

*People don't want to be fixed,
they want to be heard.*

”



OARS - Reflections

A check to see if you understood correctly

Allows the speaker to hear what they have shared

Demonstrates you are listening, builds empathy

Can reinforce change talk, helps to minimize the righting reflex



OARS - Reflections

State a hypothesis or make a guess about the meaning.
Form a statement, not a question. It takes practice!
There is no penalty for missing; the person wants you to understand them!



Examples of Reflections

“Sounds like....”

“What I heard you say is....”

“Let me get this straight,....”

“So, if I heard you correctly....”

“You sound”

“So, what you mean is...”

Can you think of others?



OARS - Simple Reflections

Goal – show the person you are listening and understand

Repetition – repeating back what you heard using ***their*** words

Rephrase – repeating back what they said but in ***your*** words



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Simple and Complex Reflections

Motivational Interviewing: Training of Coaches

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https://www.youtube.com/watch?v=TbDG9W_iNTk&list=PL1UDVLmMXEEdivofbgt4d6sLAe5pulbPC



ACTIVITY

OARS - Simple Reflections

Pair up with a partner

1. Think about: How would you like your life to be different 5 years from now?
2. One of the pair begins as the Speaker, sharing their 5 year goal.
3. The other in the pair, the Listener, using simple reflections, reflects back what the Speaker has said. Please use only **SIMPLE** reflections.
4. Switch roles.
5. Continue back and forth until each person has the opportunity to provide 3 simple reflections.



OARS - Affirmations

Commenting positively on an attribute or action, encourages relationship building, builds confidence

A statement of appreciation, expression of hope and support



OARS – Combining

Combine open ended questions with affirmations to elicit change talk!



ACTIVITY

OARS - Affirming Equally

Think about someone you feel positively about.

1. Describe 3 things the person does that you like. Write these behaviors down.
2. Identify at least one affirmation related to the behaviors you identified.

Think about someone you do **NOT** feel positively about.

1. Describe 3 things the person does that you do NOT feel positively about. Write these behaviors down.
2. Identify at least one affirmation related to the behaviors you identified.

What did you do to create an affirmation for someone you did not feel positively about? Share with group.

It is critical to affirm everyone equally!



ACTIVITY

OARS - Practice

Find someone to practice with before the next session

1. Start the conversation with an open ended question. Keep the conversation moving by using simple reflections and affirmations. Use at least 2 open ended questions, 3-4 reflections, and 1 affirmation. Remember to use questions sparingly.
2. After your discussion, ask the person you practiced with to give you some feedback on how they felt during the exchange. Note their response.
3. Briefly note how you felt using these three skills of open ended questions, affirmations, and simple reflections?
4. Bring your notes to the next session to discuss.



SUMMARY

Module 4

OE Questions
Affirmations
Reflections
Summaries

1. Open ended questions facilitate sharing, more meaningful discussion and change talk
2. Don't ask too many questions
3. Reflections show you are listening and you understand
4. Reflections provide opportunities for clarification
5. Affirmations acknowledge strengths and encourage change; affirm equally



Questions?