



Elicit Change Talk

OARS

Open-Ended Questions:

Use open questions to invite patients to tell their story.

Affirmations:

Emphasize patient strengths, past successes, and efforts to take steps, however small, to accomplish change goals.

Reflections:

Reflect words or meaning to seek shared understanding.

Summaries:

Gather positive aspects of what the patient is saying and summarize back to time.