

# The OARS Model — Essential Communication Skills

## Part 2



# Learning Objectives

1. Help PM's learn and apply OARS communication skills to build rapport with mentees
2. Personalize counseling with mentors
3. 4-Step Process

# Review from last session:

1. Open-ended Questions
2. Affirmations

# What is the OARS Model?

OARS is a simple but comprehensive model of communication that provides a framework for self-assessment & reflection aimed at improving our skills.

OARS is a client-centered model of key skills that will help you create an interactive encounter focused on the client's goals, needs, and preferences.

## OARS Model: Using essential communication skills

**Open-ended Questions**

**Affirming**

**Reflective Listening**

**Summarizing**

# What are you use reflective listening?



What are the reasons we  
want to use Reflective  
Listening?

# Benefits of Reflective Listening

- Listening to what the mentee **says**, then briefly reflecting key words or phrases
  - To check accuracy and understanding
  - To show that you are listening
- Observing the mentee's **behavior** (e.g smiles, tears, etc) and reflect possible feelings
- Demonstrating **your desire to understand** the clients experience and needs



## Reflecting Listening will help...

- ▶ Listen to your mentee to help you gain a deeper understanding of their life.
- ▶ Listen, observe, and share (reflect on) your own perceptions of what your mentee shares.
- ▶ Reflect on the words that they use — You say you really don't want to leave your security job at the bar.
- ▶ Reflect on behavior and feelings — You have tears in your eyes and you sound sad...
- ▶ Your mentee gains an opportunity to “hear” your experience of what was shared reflected back to them.

# You can reflect words, emotions, and/or behaviors:

*(Reflecting words) Some of what I heard you say...*

*(Reflecting emotions) You seem [to be feeling]...*

- ✓ Sad
- ✓ frustrated
- ✓ excited
- ✓ angry

*(Reflecting behavior) I noticed...*

- ✓ tears in your eyes...
- ✓ you smiled when you said that...

When do you summarize what your mentee has been saying?



# How does summarizing statements help?



# Benefits of Summarizing

- Transition – Reflecting what's been said so far and moving to a new topic
- Closing – Reflecting what's been said during the interaction and moving to a plan of action

## Summarizing will help...

- ▶ Help move the conversation from the beginning, through the middle, to closing.
- ▶ Check that you are understanding your mentee's goals and preferences.
- ▶ Confirm that your mentee has an understanding of the key elements of a plan.

## Summarizing can be demonstrated in three ways:

✓ **A collective summary** — So let's go over what we have talked about so far.

✓ **A linking summary** — A minute ago you said you wanted to give it some thought – would you want to talk more about it another day?

✓ **A transitional summary to close** — So you've just described your plan. We're always here to help in any way.

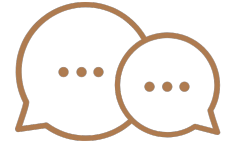
What other questions do you have before you leave today?

# Case Study: Chris, age 21, Carpenter

- Chris is currently working as a security guard at a bar and is starting his new job as a Carpenter
- He has done some similar work in the past for a few months
- He has to take the bus across town to get to his job site
- He wants to eventually purchase a vehicle
- He has a long-term goal of completing his Red Seal



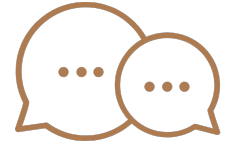




# Activity: Reflective Listening

# What would be a reflective statement; reflecting words? Reflecting feelings?

- I heard that Carpenter training is really hard.
- My partner thinks I should continue working security at the bar.
- It's ok – if it happens; it happens
- I'm just not good at planning my days. I think I need come up with something that reminds me to plan.
- The discrimination that happens on the job site bothers me.
- I see the opportunity that is in front of me.



# Activity: Summarizing

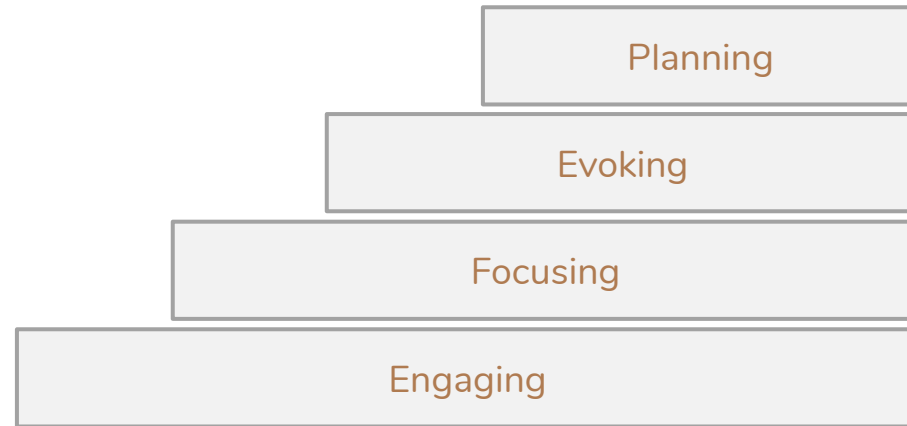
## Remember summarizing is a long “Reflective listening.” When will you summarize?

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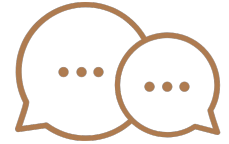
## Four Processes

There are **four steps** used in motivational interviewing. These help to build trust and connection between the individual and the Mentors/Coaches, focus on areas that may need to be changed and find out the reasons the individual may have for changing or holding onto a behavior.

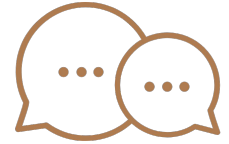
# Four Processes of MI



## Engaging



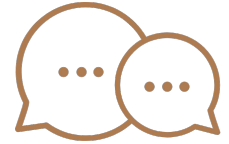
In this step, the Mentor/Coach gets to know the individual and understands what is going on in the individual's life. The individual needs to feel comfortable, listened to and fully understood from their own point of view.



## Focusing

This is where the Mentor/Coaches supports the individual find and focus on an area that is important to them, where they are unsure or are struggling to make a change.



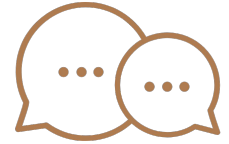


## Evoking

In this step the Mentor/Coach asks questions to get the individual to open up about their reasons for change.

Ask open ended questions

Use clarifying statements



# Planning


In this step the Mentor/Coaches supports the individual in planning how to change their behavior and encourages their commitment to change.



## Activity:

Mentee is nervous about starting a job on a new site and is contemplating not going to the job site.

Mentor will listen and use respond to the mentee using the four processes of MI





Thoughts & Questions