

Motivational Interviewing Techniques: Participant Activity Prompts

Participant Instructions

1. Identify a Community Liaison (alternatively, a Service Provider or Healthcare Professional) and a client in your pair or group.
2. Choose a scenario.
3. Use approximately 4-5 minutes to complete the scenario, then spend some time reflecting as a group about the experience. If time permits, you can switch roles and/or try a different scenario.
4. Small groups will then be returned to the full group to close out.

Scenarios

Scenario 1: Client who is not ready to get the vaccine

Scenario Overview

You are meeting with a client as part of Cultural Orientation services. You ask the client if they have received their Covid-19 vaccine. The client has indicated that they do not necessarily oppose the vaccine, but are not ready to get the vaccine.

Script

Client: I am not ready. I feel well (I'm relatively healthy), I've been doing well so far. Why is it necessary at this point?

Community Liaison: Validate that you've heard the client's concerns (**Affirmation**). Show acts of **Reflection** by indicating that it sounds like the client has heard some information



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on who is most impacted by Covid-19 and vaccines. Try to unpack what led to the observations on who can be impacted by Covid-19 and who stands to benefit from the vaccine. Focus on exploring and listening by **Summarizing** what you hear. Provide some information around your work to support Covid-19 prevention and accurate information around the vaccine such as the CDC and NRC-RIM websites.

Reflection (Based on Role)

Client: How did it feel to explore why you are not ready for the vaccine?

Community Liaison: How did it feel to not correct the client, but explore why they felt this way, and support without being forceful?

Group Reflection Question

As you reflect on how the scenario played out, discuss the effectiveness as a group:

How useful do you think this technique could be for you or your partners' work?

Scenario 2: Practicing Open-Ended questions

Scenario Overview

You are diving deeper into why a client has fears regarding the Covid-19 vaccine but most importantly, learning more about the major factors leading to a client's decision beyond a yes/no question.

Script

Community Liaison: What are your thoughts about the Covid-19 vaccine and getting vaccinated? What are the concerns you and your loved ones have about getting the vaccine? Is there something that most concerns you and what is it?

Client: Practice stating fears you might have regarding the vaccine (For eg. I heard it impacts having kids in the future; it alters your DNA)

Community Liaison: Practice using **Affirmation** and **Reflection** techniques to allow people to feel heard, understood, and to build trust.



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For example, **Affirmation** is saying, “you hear these concerns, they are common and this can be scary.” For **Reflection**, saying “it sounds like you really care about x, or have heard some things could lead to being fearful- is that right?”

To **Summarize**, you can recap what is most important to them, while noting/highlighting the need to keep your family/community safe from getting seriously ill due to Covid-19.

Reflection (Based on Role)

Client: How did it feel to express your concerns? Do you feel validated, supported, heard?

Community Liaison: How did it feel to mostly listen and reflect on what the client has shared? What did you notice in terms of responses and behaviors when you asked more open-ended questions as opposed to a yes/no question?

Group Reflection Question

As you reflect on how the scenario played out, discuss the effectiveness as a group:

How useful do you think this technique could be for you or your partners' work?

Scenario 3: Listen, Reflect

Scenario Overview

The client is expressing personal concerns about getting the Covid-19 vaccine.

You are listening intently to the concerns to reflect on what seems to be of most concern.

Script

Client: I've heard/I'm worried that... (Use any statement such as my family member warned me against getting the vaccine; it might impact having kids in the future, I could get really sick (or my kids); I can't take time off work/do not want my kids to stay home from school; I want to wait and see how it affects other people in my community...)

Community Liaison: Practice rephrasing the statement to capture the meaning and feeling. For example, if the client says, “I've heard that it could make me or my kids really sick and we can't afford to stay at home,” try rephrasing to say, “It sounds like you are



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concerned about keeping you and your family safe, and not needing to take time off of work and school- is that right?"

Reflection (Based on Role)

Client: How did it feel to directly address your concern? Did you feel that the Community Liaison was mainly focused on listening and validating your concerns?

Community Liaison: How did it feel to mostly listen and reflect on what the client has shared?

Group Reflection Question

As you reflect on how the scenario played out, discuss the effectiveness as a group:
How useful do you think this technique could be for you or your partners' work?

Scenario 4: Question & Share

Scenario Overview

Practice open-ended questions with idea that you will share the ways in which you can provide relevant, accurate and trusted information based on what the client has mentioned.

Script

Community Liaison: Asking an **open-ended** question like "What do you know about the COVID-19 vaccine?"

Client: As the client, feel free to share what you might know in this scenario (It's available in x types, there are x number of doses, etc).

Community Liaison: After **affirming, reflecting and summarizing** what the client has mentioned, ask if you can share accurate, trusted and vetted information about the vaccine with them (make sure to include where you got this information, and why it is trusted). Offer your contact information, and to make yourself available afterwards for any other questions they might have, or even to assist in scheduling an appointment if they are ready. *If someone is not ready/unsure, ask if it is okay to follow up in a few weeks. If not, to respect this decision.*



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For example, **Affirmation** is saying, “you hear the points mentioned by the client, they are common discussion topics related to the Covid-19 vaccine.” For

Reflection, saying, “it sounds like you really care about x, or have heard some things that could lead to having questions- is that right?”

To **Summarize**, you can recap what is most important to them, while noting/highlighting the need to keep your family/community safe from getting seriously ill due to Covid-19.

Reflection (Based on Role)

Client: How did it feel to receive all this information? Did you feel like you were given the space and time to decide how you felt about vaccines? Do you feel supported in knowing where to go for information; should you make a choice at some point?

Community Liaison: How did it feel to build that trust with the client- to ensure it was the client's decision on how they would want the conversation to go and the direction they want to take it?

Group Reflection Question

As you reflect on how the scenario played out, discuss the effectiveness as a group:

How useful do you think this technique could be for you or your partners' work?



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