

ENGAGING PATIENTS IN CARE DECISIONS: OARS Communication Techniques



Ask **O**pen Questions

"Tell me about how you are managing your diabetes?"



A**ffirm**

"You've shown a lot of courage sharing this with me today."



R**eflect**

"If you did decide to stop smoking, how would you do it?"



S**ummarize**

"It sounds like you have a great plan for the week. You are going to go for a walk after you get home from work and see if it's worth continuing. Do I have that right?"

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