

# Preparation Stage

## a Waltz not a Wrestling Match

### Primary OARS Tools:

Open-ended Questions  
Affirmation

Reflective Listening  
Summaries

### Strategies

Increase confidence  
Expose barriers  
Prepare for results

.Reviewing Past Successes  
Hypothetical Thinking

**Desired Outcome:** The person is making clear change statements and has an action plan in place

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Begin with a greeting

Ask 1 or 2 Open-ended **WHAT** questions to get the conversation going

Use a balance of **OARS**

Try to end with the person saying what they will do next

### Open-ended Questions

Begin with **“WHAT”**

Type 1

Continues Momentum

Type 2

Changes Direction

### Affirmations

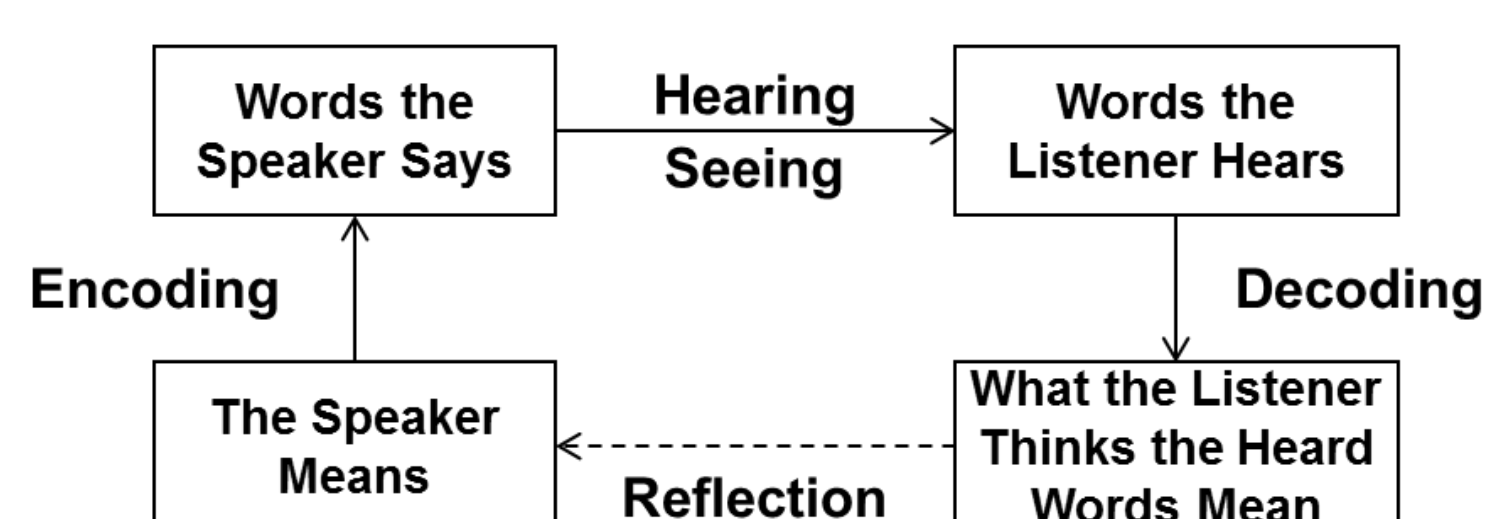
#### Self Affirming

Ask the person to describe their own strengths, past successes and good efforts this will facilitate openness

#### Coach Affirming

Comment on something good about the person  
Notice, recognize and acknowledge the positive, encourage the person's strengths and efforts

### Reflective Listening



Make Statements starting with **“YOU”**

Do Not turn your voice up at the end of the statement

Overshoot or Undershoot to evoke response

Highlight the ambivalence in a person's words

### Summaries

#### Collecting Summary

Recall a series of interrelated items as they accumulate

#### Linking Summary

Reflect what the person has said and link it to something else you remember from prior conversation

#### Transitional Summary

Wraps up a discussion by pulling together what seems important and announces a shift to something new