# Case Management Communication Tools

*There are many different types of strategies and philosophies for how to build rapport and obtain the information we need to best serve our students. Motivational Interviewing is just one method, but it can be particularly effective when trying to build a relationship and empower students to take ownership of their situations and develop self-advocacy skills to make meaningful change.*

Motivational interviewing strategies:

* + OARS:
    - **O**pen Questions, **A**ffirmations, **R**eflective Listening, **S**ummary Reflections

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| **OPEN QUESTIONS** | * Help me understand… * What would you like to be different? * Tell me more about… * What do you think your next step should be? |
| **AFFIRMATIONS** | * I appreciate you sharing that with me * That sounds like it was very difficult * It seems like you are very motivated to improve |
| **REFLECTIVE LISTENING** | * Repeat/rephrase what the person has shared with you |
| **SUMMARY REFLECTIONS** | * Let me make sure I understand the situation * Is it correct to say you are… |

Adapted from <https://positivepsychology.com/motivational-interviewing-exercises/>