

# ACTIONS you can take utilizing OARS

The 'OARS' Model suggests four core skills we can all use: Open-ended questioning, Affirming, Reflecting, and Summarizing.

REACTING

## OBSERVATIONS YOU MIGHT NOTICE:

- They are more irritable than normal
- Decreasing their social activity
- Using displaced sarcasm

## AFFIRMATIONS



I appreciate you being able to be honest with me as to why you are more irritable.

## OPEN ENDED QUESTIONS

I am concerned about you, help me understand what might be causing you to be more irritable?

## REFLECTIVE LISTENING

So you feel more irritable because...

## SUMMARY

Here's what I've heard, is there anything I have missed?

INJURED

## OBSERVATIONS YOU MIGHT NOTICE:

- Anxiety, Anger
- Trouble making decisions
- Avoidance and withdrawal

## AFFIRMATIONS



That sounds difficult, thanks for sharing with me.

## OPEN ENDED QUESTIONS

I notice that you seem to be avoiding going out, can you tell me what might be stopping you?

## REFLECTIVE LISTENING

It sounds like this is very stressful for you, can I help you connect with your mental health professional?

## SUMMARY

Sounds like your plan is to get in touch with your mental health professional, let's touch base again after you make that call.

ILL

## OBSERVATIONS YOU MIGHT NOTICE:

- Easily enraged or aggressive
- Alcohol, gambling or other addictions
- Suicidal thoughts

## AFFIRMATIONS

Thank you for trusting me to share your thoughts and feeling with me, proud of you for taking this step.

## OPEN ENDED QUESTIONS

The thoughts you are experiencing are very serious, what have you tried before that helped you through these feelings?

## REFLECTIVE LISTENING

It sounds like you are feeling a lot of distress and your thoughts are taking you to a dark place, I won't leave you until we come up with a solution together.

## SUMMARY

So I am going to call 911 and wait with you, then we will go from there.