



There are five micro-counseling skills (**AROSE**) that are helpful when using motivational interviewing and each one helps to keep the communication grounded in a patient-centered framework.

Affirmations — Statements that recognize and reflect the patient's strengths and efforts. These are used to rephrase a patient's concerns or self doubts as evidence of positive qualities. These are ways to support a patient's self efficacy.

Reflective listening — Conveying understanding, exploring a patient's concerns, eliciting change talk.

Open-ended questions — Avoiding questions that can be answered with a yes/no response; promoting collaboration; inviting patients to explore their thoughts and feelings about a health-related issue.

Summaries — Brief recaps that reinforce the patient's perception that his/her story has been listened to and understood as well as offering an opportunity to verify what has been said; highlight a patient's perspective on their own ambivalence about change.

Elicit change talk — Getting the patient to tell you what the priority problem is from their perspective.