Talking about change can be hard. Here are some suggestions that can help keep conversations positive, impactful, and genuine.

**MOTIVATIONAL INTERVIEWING**

*MOTIVATIONAL INTERVIEWING IS A TECHNIQUE USED TO HELP PEOPLE UNCOVER THEIR OWN MOTIVATIONS TO CHANGE.*

- Expressing empathy. Seeing the world through someone else's eyes or taking a walk in their shoes.
- Accepting and acknowledging resistance. Change is hard and resistance is normal!
- Cutting through complexity. Help show a clear path towards meeting a goal.
- Supporting autonomy and the ability to make change.

**O.A.R.S**

- **OPEN-ENDED QUESTIONS**: get people thinking about the change and encourage thoughtful answers.
  
  Example: What do you think you would enjoy about taking transit to UW?

- **AFFIRMATIONS**: are statements that recognize strengths and abilities within people.
  
  Example: Dropping off kids and going to yoga before work - you must be a great planner!

- **REFLECTIONS**: are statements that repeat back what the person has said.
  
  Example: What I'm hearing is that you're nervous the bus will take longer than driving.

- **SUMMARIES**: communicate a condensed version of the conversation highlighting that it's ultimately their decision to make change.
  
  Example: You're nervous that the bus will take more time but excited about being able to read during your commute. It sounds like you've decided to just try taking the bus one time. When will you try to do that?

**STAGES OF CHANGE**

**PRE-CONTEMPLATION**: This person is not thinking about change or has rejected change.

**CONTEMPLATION**: This person is thinking and talking about change and seeking out support.

**PREPARATION**: This person is planning out what it would take to make the change happen.

**ACTION**: This person is taking positive steps by putting their plan into action - even if it's only the first time.

**MAINTENANCE**: This person is achieving positive and concrete developments by taking action over and over with potentially little support.

**RELAPSE**: This person has fallen back into old patterns and behaviors.

**REENTRY**: Each relapse is met with new insights and knowledge leading to less frequent setbacks upon reentry.