

WN4DC Mini-counseling course

Review of Open-ended Questions and Reflections



About This Course

This webinar will review the key learning from Part 1, which is how to effectively use

- Open-Ended Questions and
- Reflections.



Learning Objectives

- To list 3 of the 4 common responses to questions.
- To use either Reflection or Open-ended Questions to come alongside these responses



Defining OEQ and Reflections

Open-Ended Questions

OEQ are a way to obtain information from a client that prevents a 'yes' or 'no' response. For example, "Did you eat breakfast?" isn't an open-ended question but "What did you have for breakfast?" is a better-phased question and in MI, using OEQ's whenever possible is the preferred form of inquiry.



Reflections

Reflections will reflect back the deeper desire. For example, the benefit of noticing hunger and fullness, or to be able to use hunger and fullness to guide portion choices or to trust their body. You are pulling for the DESIRED change, not repeating the struggle.

Practicing OEQ

Open-Ended Questions

OEQ are a way to obtain information from a client that prevents a 'yes' or 'no' response.

Write out the following closed-ended questions into OEQ's



- Did you snack after dinner?
- Do you read labels?
- Are you testing your blood sugar
- Can you afford your medication?
- Are you eating 3 meals a day?
- Are you planning your meals
- Do you bring your lunch to work?

Practicing OEQ

- Did you snack after dinner?
- *What types of snacks do you enjoy after dinner?*
- Do you read labels?
- *What is helpful about reading labels?*
- Are you testing your blood sugar
- *Describe when you test your blood sugar.*
- Can you afford your medication?
- *Describe any financial pressures you have to afford your diabetes medication?*



Practicing OEQ

- Are you eating 3 meals a day?
- *How many meals do you typically eat in a day?*
- Are you planning your meals.
- *What are your thoughts about meal planning?*
- Do you bring your lunch to work?
- *Where do you get your lunch?*



Practicing Reflections

Reflect back the deeper desire.

The key is you are pulling for the DESIRED change, not repeating the struggle.

Let's practice creating reflections

- I was told to eat a snack after dinner.
- I know that I am supposed to read labels.
- My doctor is mad that I'm not testing your blood sugar.
- I'm afraid of about how much my medication cost.
- Not everyone eats breakfast!
- I HATE planning my meals!
- I used to bring my lunch to work.



Practicing Reflections

- I was told to eat a snack after dinner.
- *You want to understand if this is helpful?*
- I know that I am supposed to read labels.
- *You understand nutrition.*
- My doctor is mad that I'm not testing your blood sugar.
- *You want to start checking.*



Practicing Reflections

- I'm afraid of about how much my medication cost.
- *You want me to consider this in our discussion*
- Not everyone eats breakfast!
- *You want more flexibility and a personalized plan*
- I HATE planning my meals!
- *Meal planning isn't your focus for the appointment.*
- I used to bring my lunch to work.
- *You are wondering if this might be something to try again.*



4 Common Responses

Let's Identify Four common responses

1. Disengages
2. Minimizes
3. Off loads (+/-)
4. Leans In



Learning to 'Dance'

Recognizing the response is the initial step.

Use your printed cards to play this game.

I will say a sentence, you identify the response (and play that card.)



Learning to 'Dance'

- I was told to eat a snack after dinner.
- I know that I am supposed to read labels.
- My doctor is mad that I'm not testing your blood sugar.
- I'm afraid of about how much my medication cost.
- Not everyone eats breakfast!
- I HATE planning my meals!
- I used to bring my lunch to work.
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Learning to 'Dance'

- I was told to eat a snack after dinner. --*Disengaging*
- I'm supposed to read labels. -- *Disengaging*
- Guessing isn't wrong -- *Minimizing*
- I'm bad because I'm not testing your blood sugar. -- *Off loading*
- I'm afraid of about how much my medication cost. -- *Off loading*
- It isn't a problem if I forget to take my 'x' every day? -- *Minimizing*
- Not everyone eats breakfast! -- *Off loading/Disengaging*
- Not everyone **has to** eats breakfast?-- *Minimizing*
- I HATE planning my meals! -- *Off loading*
- I'm thinking about bring my lunch to work -- *Leaning in*



Learning to 'Dance'

Deciding how to respond is the second step

Remember you have two tools

- OEQ
- Reflections



Learning to 'Dance'

- I was told to eat a snack after dinner.
--Disengaging
 - You want to know if this is necessary (reflection)
 - What benefits, if any, are there to eating a snack? (OEQ)
- Guessing isn't wrong? -- Minimizing
 - You want more assurance that you don't need to be perfect with ...
- I HATE planning my meals! -- Off loading
 - A lot of people hate it too. You are not alone (reflection)
 - Tell me about what frustrates you or when did you first realize...
- I'm thinking about bring my lunch to work -- Leaning in
 - This worked in the past...
 - How would this be helpful?



Pause and Reflect



Learning Objectives Review

- To list 3 of the 4 common responses
- To use either Reflection or Open-ended Questions to come alongside these responses


