Here are the steps to follow during the motivational interview:

1. **Start with a statement that assumes acceptance of the vaccine**
   
   “Do you know you can arrange for a COVID-19 vaccine appointment today?”

2. **Listen to their answer**
   
   If the person responds with uncertainty about the vaccine, but shows no signs of rejection, the person is undecided.

3. **Ask open questions**
   
   “I understand you’re worried. Tell me, what have you heard about vaccine development that concerns you?”

4. **Repeat the information to validate and acknowledge doubts**
   
   “If I understood correctly, you’re worried that it is a new vaccine and was developed quickly.”

5. **Affirm and provide encouragement**
   
   “I understand your concern. I think it is important that you state your concerns regarding the safety of the vaccine.”

6. **Share evidence-based information**
   
   “There could be side effects such as arm pain, headache, fatigue, muscle pain, fever, and chills and these usually last 24 to 48 hours. Consult a health care professional for more information about side effects and symptoms.”

7. **Summarize the discussion and establish an action plan**
   
   “After our conversation on vaccine safety, what do you want to do?”
Motivational interviewing is an individual-focused communication style used in a healthcare setting. This communication guideline has the following features that lead the individual toward change:

- It's about listening attentively
- Empowering the individual
- Provides guidance or advice
- Facilitates change in a respectful way

**STEPS TO CONDUCTING A MOTIVATIONAL INTERVIEW**

1. Start with a statement that assumes acceptance of the vaccine
2. Listen to their answer
3. Ask open questions
4. Repeat and acknowledge
5. Affirm and provide encouragement
6. Share evidence-based information
7. Summarize the discussion and decide on an action

- **Accepts the vaccine**
  - Congratulate the person
  - Share information about the vaccine
  - Facilitate the process of scheduling a vaccination appointment

- **Still undecided**
  - Encourage the person to talk to a healthcare professional for more information
  - Schedule a follow-up conversation

- **Rejects the vaccine**
  - Don't argue with the person
  - If the person agrees, share the information about the vaccine
  - Leave the doors open for future conversations
