







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 Interview



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

