

# Communication Skills for Leadership

STRUCTURES FOR

# Motivating Others



A leaflet for healthcare staff

*Making conversations easier*

# Communications Skills for Leadership

## Clickable contents

### Motivating Others

Stages of motivational interviewing

GROW model

OARS model

**Note:**

There are many different models for motivating staff, some are shown here on this skills card. The Calgary-Cambridge Guide is the preferred communication skills framework in the HSE. It may help to think of communication skills as tools in a toolbox, to be applied as and when needed in many different types of healthcare conversation.

[Download the Calgary-Cambridge Guide here](#)



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# Communications Skills for Leadership

## Motivating Others

### Stages of motivational interviewing

#### 4. Plan

*How will we do it?*

#### 3. Evoke

*Why work on this?*

#### 2. Focus

*What will we work on?*

#### 1. Engage

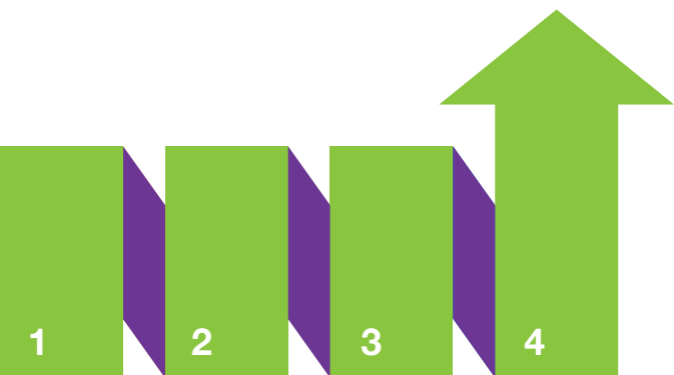
*I am here to help*



# Communications Skills for Leadership

## Motivating Others

### GROW model



#### **GOAL**

What specifically do you want to achieve?

#### **REALITY**

What is the situation right now?

#### **OPTIONS**

What are all the different ways in which you could approach the issue?

#### **WILL**

Which option or options do you choose?



# Communications Skills for Leadership

## Motivating Others

### OARS model



#### **Open questions**

*Encourages the person to think*



#### **Affirmations**

*Statements that recognise the person's strengths*



#### **Reflective listening**

*Encourages the person to continue talking*



#### **Summaries**

*Provide frequent, brief summaries*

