

Role Play Scenario—A Common Conversation About Vaccines (What Not to Do)

M=Manager | S=Staff Member

M: Thank you for meeting with me today.

S: *Okay, but I didn't think I had a choice.*

M: I wanted to talk to you because I'm afraid for you since you haven't gotten vaccinated yet. [Lack of Empathy; Righting Reflex]

S: *Alright.*

M: Are you aware that getting vaccinated is an important part of helping prevent influenza from spreading in our facility? Choosing not to get vaccinated can increase the risk for residents and co-workers during flu season. You're not being vaccinated isn't helping. [Confrontation]

S: *Okay, uhm, I agreed to meet with you, but I'm not too happy with how this conversation is going.*

M: It is critical that all staff get vaccinated against influenza each year. According to the Centers for Disease Control and Prevention (CDC), everyone six months and older should get vaccinated, unless they have a contraindication. Nursing home residents and healthcare personnel are at increased risk for exposure to influenza, and residents are at increased risk for serious illness. In addition, corporate has shared that they expect each facility to have at least 80 percent of their staff vaccinated. Right now we're only at 42 percent. [Expert Lecturer]

S: *You don't know my reasons for not wanting to get vaccinated.*

M: I am concerned that you're not doing your part to keep our residents safe. Our facility made arrangements to provide vaccinations next Tuesday, and I want you to set up an appointment. I also want you to read this pamphlet on why it's important to get vaccinated. Do you have any questions for me? [Authoritarian]

S: *No questions at all.*

M: I think this conversation was very productive and went well.

S: *I'm glad you think it went well. May I go back to work now?*

Role Play Scenario—A Conversation Using MI Techniques (What to Do) | First Meeting

M=Manager | S=Staff Member

M: Keith, thank you for agreeing to meet with me today. I just wanted to spend some time with you to share any concerns you may have about getting the influenza vaccination. How are you feeling about the flu vaccine? [Open-Ended Question]

S: *I am very concerned about having side effects if I get the vaccine.* [Sustain Talk]

M: I hear that you are concerned about the potential side effects. What concerns you most about the side effects? [Reflective Listening and Exploring]

S: *Some of my friends have felt achy and tired after getting their flu shot. I am concerned about getting a sore arm, headache, fever, or chills and then not feeling well enough to work.* [Sustain Talk]

M: Those are all valid concerns. Is it okay if I go over with you what I have learned from the CDC about the side effects? [Affirmation and Offering Information with Permission]

S: *Yeah, but I don't think I'll change my mind.* [Sustain Talk]

M: Thank you for letting me share. What I have learned is that side effects after the flu vaccine are usually mild and short-lived, such as soreness where the shot was given, tiredness, headache, muscle aches, or a low-grade fever. Those symptoms can be a sign that your immune system is responding. The vaccine cannot give you the flu, and getting vaccinated each year helps lower the risk of serious flu illness for staff, residents, and families. [Roll with Resistance; Providing Information with Permission]

S: *I hadn't heard it described like that before. That's very interesting.* [Change Talk—willing to look at the other side]

M: It's truly amazing how the body works. If you were to get vaccinated, what would your motivation for doing so be? [Evocation; Open-Ended Question to Explore]

S: *That's easy. My wife is immunocompromised. She has a weakened immune system, so she is more likely to get very sick if she gets influenza. She could require medical care or even be hospitalized.* [Change Talk—willing to look at the other side]

M: I understand why you are so concerned about your wife getting the flu. Getting vaccinated is a personal decision that only you can make. Are you open to meeting again? Maybe you can think about everything we talked about and talk with your family and next time we can discuss the pros and cons of getting the flu vaccine? [Empathy; Summarizing the Conversation; Keeping Door Open for Further Conversations]

S: *I would appreciate that, thank you.*

Role Play Scenario—The Follow-up Conversation | Second Meeting

M=Manager | S=Staff Member

M: Keith, thank you for meeting with me again. It's hard to believe it's been a week since we last met to talk about the influenza vaccination.

S: *The past week did go by fast. I appreciate you continuing this one-on-one discussion with me.*
[Change Talk]

M: Absolutely. These are important conversations we're having. Last week we talked about your valid concerns about the side effects of getting the flu vaccine and what those symptoms can mean. What questions do you have today? *[Affirmation; Summarizing; Exploring Response to Information Provided]*

S: *I actually do have one more concern. Being relatively new to this position, I haven't accrued any paid time off yet. I am concerned that if I do get side-effects, I will not be able to come to work the next day and potentially have a smaller paycheck.*

M: You bring up another valid point. After my flu shot, I had a sore arm and felt more tired than usual. May I share with you a possible solution? *[Affirmation; Offer Information with Permission]*

S: *Yes, as long as it's not that you took a vacation day.* *[Roll with Resistance]*

M: Nope, no vacation days were used! When I shared with my boss my concern about not feeling well after the flu shot, we re-arranged my schedule so that the day after the vaccine would be my regularly scheduled day off. It worked out really well. As your supervisor, I'd be happy to do that for you. *[Collaboration]*

S: *That would definitely alleviate a lot of anxiety and pressure.* *[Change Talk]*

M: Wonderful! Could you share with me what you see as the pros and cons now for getting the vaccine?

S: *Well, for **me**, the pros are: I'd be helping to keep my wife safer during flu season. I'd be lowering my own chances of getting sick from the flu, and I'd also be protecting the residents I interact with. Am I missing any?* *[Developed Discrepancy by Stating the Conflict Between Values and Current Behavior Choice of Not Being Vaccinated]*

Role Play Scenario—The Follow-up Conversation | Second Meeting (cont.)

M=Manager | S=Staff Member

- M:** You came up with three excellent reasons to get vaccinated. I think a few more positives that I'd consider adding to your list are: that the side-effects are usually mild and short-lived, and that your schedule can be rearranged to have the next day or two off as your regularly scheduled days off. What are the cons? *[Beginning to Summarize the Conversation; Ask Pros and Cons]*
- S:** *The biggest con is the potential for side effects, but as you and my friends have shared with me, they are usually mild and do not last long. [Change Talk]*
- M:** On a scale of 1 to 10, where would you rate your confidence in taking the vaccine? *[Evocation; Exploring Thoughts of Change]*
- S:** *Last week, I'd have said a 2 or 3 before we talked. But when you said that this was a decision that only I can make, I gave it more thought and I think I'd like to get the vaccine if you could help me schedule it. [Change Talk]*
- M:** Keith, there is a clinic next Thursday. We can sign you up and then we can rearrange your schedule so that you have next Friday off. How does that sound? *[Collaboration]*
- S:** *Let's do it! Thank you for taking the time to discuss this with me. I appreciate it.*
- M:** And I appreciate that you were willing to have these conversations with me. Have a good rest of your day.
- S:** *You, too.*