

Motivational Interviewing Role Play Script

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 key to stopping this pandemic? 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. According to a recent Centers for Disease Control and Prevention report dated April 2, 2021, they tested 3,950 healthcare personnel, first responders, and other essential frontline workers for 13 consecutive weeks and found that mRNA vaccine effectiveness of fully immunized staff was 90% against SARS-CoV-2 infections. In addition, corporate has shared that they expect each center to have at least 80% of their staff vaccinated. Right now we are only at 65%. [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 center's 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 is 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 for you to share any concerns you may have about getting the COVID-19 vaccination. How are you feeling about the 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 gotten really sick after their second vaccination. I am concerned about getting a headache, fever, and chills. [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. The CDC has given the analogy “that it’s like you’ve started your car with the first dose. The car is idling. Then you give the second dose and because the car is warmed up, you can put the pedal to the metal and go.” Each body releases different amounts of immune signals. One body might release more than what is needed, another body might release just the right amount. A reaction means your body is reeved up and prepared to do battle against what it thinks is a foreign invader. [Roll with Resistance; Providing Information with Permission]
- S:** I hadn't heard it described like that before. That is very interesting. [Change Talk—willing to look at the other side]
- M:** It is 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. Because she has a weakened immune system, she is more likely to get severely ill if she gets COVID-19. She could require hospitalization and even a ventilator. [Change Talk—willing to look at the other side]
- M:** I understand why you are so concerned about your wife getting COVID. 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 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 COVID-19 vaccination.
- S:** The past week did go by fast. I appreciate you continuing this 1:1 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 vaccine and how the CDC described the body's reaction to the vaccine. 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 have not 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. When I received the second vaccine, I was one of those people who could not work the next day. 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 of having to call-off if I experienced side-effects, 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 would 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 would be helping to keep my wife safe so she doesn't end up hospitalized with COVID. I would be decreasing my own chances of getting COVID, and I would 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 would consider adding to your list are: that the side-effects usually last no more than 24–48 hours, 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 side effects, but as you and my friends have shared with me, they usually last only 24 hours. [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 would 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 would like to get the vaccine if you could help me schedule it. [Change Talk]
- M:** Keith, there is a clinic next Thursday that is giving the first vaccine. 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.