



O.A.R.S.

COMMUNICATION

MODEL



The O.A.R.S. communication model is a simple, approachable way to build rapport and relationships with families and colleagues, especially during tough conversations.



OPEN QUESTIONS

Invite someone to tell their story, without leading or directing them

Ex. "What have you tried in the past to help?"

AFFIRMATIONS

Acknowledge strengths and behaviors that lead to positive change

Ex. "It sounds like you've been working hard on..."



REFLECTIVE LISTENING

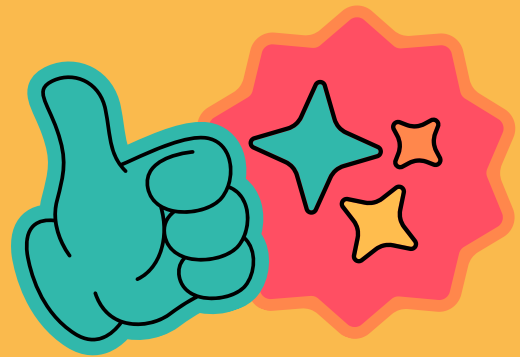
Focus on the message being spoken by repeating or rephrasing

Ex. "So what I hear you saying is..."

SUMMARIES

Summarize what you heard

Ex. "From what I understand so far..."



Ready?

- Practice with a partner to get comfortable using these skills
- Implement one of these approaches in your next parent/family outreach and see if you notice a difference!