

Observer Sheet for OARS Skills

Instructions: When you hear the practitioner use OARS, place a hash mark next to the appropriate skill category and note examples.

OARS Skill	Count (hash marks)	Practitioner example	Speaker response
<u>Open question</u> What... How... Tell me about... Describe...			
Closed question Can you... Did you... Are you...			
<u>Affirmation</u> must be of specific strength			
<u>Reflection</u> must be a statement Simple reflection (repeat, rephrase)			
Complex reflection (paraphrase, educated guess, reflection of feeling)			
<u>Summary</u> (counted as a single reflection)			

Calculations:

- # open questions / total # questions = **% open questions**
- # complex reflection / total # reflection = **% complex reflection**
- total # reflection / total # questions = **ratio** of reflection-to-question
- # specific **affirmations**

Benchmarks:

- At least 70% open questions
- At least 40% complex reflection
- At least 1.0 ratio R:Q
- At least 1 affirmation