

# NOTEBOOK



Affaires francophones  
Francophone Affairs

## APPLYING MOTIVATIONAL INTERVIEWING SKILLS TO VACCINATION HESITANTS

### DEALING WITH AMBIVALENCE

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LE-COURS

# MODULE 1

Focusing on the meaning and practice of MI  
in a vaccine hesitancy context

## 1. Which of the following reasons are most often mentioned during your consultations by individuals who are hesitant or reluctant to the COVID-19 vaccine?

- Apprehensive and fearful toward the vaccine development
- Fear of needles and the vaccine
- Crisis of confidence toward medical, governmental, or pharmaceutical authorities
- Avoiding conflict with relatives
- Poor perception of hazards to health or of the pandemic
- Lack of accessibility to the vaccine
- Lack of information or lack of understanding of the vaccination
- Mistrust toward the injected product and the safety of the vaccine
- Scared of the side effects
- Cultural, philosophical or religious reasons
- Other

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## 2. When dealing with an individual who is hesitant or reluctant to the COVID-19 vaccine, how did you help them apply a behavioural change?

- I listened to their arguments and answered their questions.
- I gave up because it was impossible to change their mind.
- I attempted to discover the reasons for their hesitancy.
- I attempted to motivate them by referring to what I knew about them.
- I used motivational interviewing.
- I expressed my concerns.
- I presented rational arguments.
- Other

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# MODULE 1

Focusing on the meaning and practice of MI  
in a vaccine hesitancy context

## 3. How do you feel about a person who refuses to be vaccinated?

I feel anxious.

I feel powerless.

I feel discouraged.

I feel disconnected because it's their choice.

I feel infuriated.

I feel frustrated.

I feel helpless.

Other \_\_\_\_\_  
\_\_\_\_\_

## 4. Check the skills that were used in the sequence you just watched.

EPE (Elicit, Provide, Elicit)

Reflection

Reflecting

Open-ended question

Summary

## 5. During your interventions with a hesitant or reluctant clientele to the COVID-19 vaccine, which skills did you use and how often?

	Always	Generally	Often	Sometimes	Never
EPE					
Reflecting					
Open-ended question					
Reflection					
Summary					

## MODULE 2 Using active listening

6. Write every reply (or answer) that Jérôme (the counsellor) would say to Laurent (the patient) according to the required soft skill or hard skill.



You mentioned that you are against the COVID-19 vaccine. Can you tell me more about your stance on it?

This might take a while.



**Ability to be welcoming, openness**

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Firstly, you're in an excellent position to know that I am in good health, so I don't need this vaccine. And unlike many people, I maintained my healthy habits. I still wear a mask in public places and at work. I wash my hands frequently. I keep a safe distance between myself and others. And, I regularly pass screening tests.



**Reflection and affirmation**

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Ya, that's what I think, and I'm not ... a vulnerable person for whom the vaccine is vital



**Reflection**

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## MODULE 2 Using active listening

7. How do you feel about paying attention to using the word “but” in conversations with patients? Select the number that best describes how you feel at the moment.

1 2 3 4 5 6 7 8 9 10

Very bad

Very good

8. On a scale of 1 to 10, what’s your confidence level in favouring change talk with a reluctant or hesitant person to the COVID-19 vaccine?

1 2 3 4 5 6 7 8 9 10

Not at all  
confident

Very  
confident

9.a) Demonstrating acceptance and a non-judgmental attitude toward the lived experience and the person’s representations is essential to MI. On a scale of 1 to 10, how do you rate your level in applying non-judgment toward people who are reluctant or hesitant to the COVID-19 vaccine?

1 2 3 4 5 6 7 8 9 10

Difficult to  
implement

Very easy to  
implement

b) How can you increase your level in applying non-judgment by +2?

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## MODULE 2 Using active listening

10. How do you rate your level of competency with applying MI skills in your practice?

Strong competency

Certain competency

Satisfactory competency

Underdeveloped competency

Largely underdeveloped competency

11. a) Following the training, how do you rate, on a scale of 1 to 10, the importance of applying MI in a COVID-19 vaccine hesitancy context?

1 2 3 4 5 6 7 8 9 10

Very  
unimportant

Very  
important

b) What would help increase the importance of applying MI by +2?

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12. a) On a scale of 1 to 10, what's your confidence level in applying MI with people who are hesitant or reluctant to the COVID-19 vaccine?

1 2 3 4 5 6 7 8 9 10

Not at all  
confident

Very  
confident

b) How can you increase your confidence level in applying MI by +2?

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