**1. Please list the behavior or reason that has led you to engage the resident:**

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Time:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**O.A.R.S. Worksheet**

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**2.** **Open-Ended Questions**. List open-ended questions which you have asked the resident in this conversation.

*Examples include: What’s up? What has caused you to feel this way? What do you want? How are you trying to get it? What do you think should happen? How can I help you?*

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**3.** **Affirm.** List comments you’ve made to help the resident feel understood and appreciated.  
*Examples include: I would feel that way too. No wonder you became upset. That really hurt you. You’ve been trying really hard to do better. You have abilities. You know you can do this.*

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**4.** **Reflect.** Repeat what you hear the resident saying, trying not to use the same words.   
-How often did you do this in the conversation with the resident? (Please circle one):  
 *Not at all – Very little – Some of the time – Most of the time – All of the time – Too much*

**5.** **Summarize.** Wrap the conversation up by explaining what you’ve heard. You can add other perspectives to help the resident understand more about what happened. Please provide a brief summary of the resident’s situation below.   
*Example: You were angry at your peer and felt that it would be best for you to hurt your peer, and that made him/her upset since no one likes to be hurt and it just went downhill from there.*

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**6. Change plan**. Work with the resident to create a change plan for this situation.   
- List the main goal(s):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
- List some options for achieving those goals and then circle the options that the resident likes best:

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| List any obstacles to achieving the goals in this column: | List strategies for overcoming those obstacles in this column: |
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-Summarize the plan out loud and ask the resident to be committed to it. They can sign this form as a contract.   
**Circle one: The resident’s responses were mostly positive / mostly negative / an equal mix of positive & negative**

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Counselor Signature & Date Resident Signature & Date