

## Responding to change talk: EARS

From: Community Care of North Carolina  
[https://www.communitycarenc.org/sites/default/files/2017-10/MI\\_Resource\\_Guide-updated-October-2017.pdf](https://www.communitycarenc.org/sites/default/files/2017-10/MI_Resource_Guide-updated-October-2017.pdf)

When you hear Change Talk, don't just sit there...you should be all EARS:

- Explore
  - "What other benefits can you think of?"
  - "What else could you do if you felt better?"
  
- Affirm
  - "It's great that you are talking about making that step."
  - "You've done hard things before; it seems you can accomplish things once you decide."
  
- Reflect
  - "So making this change could really affect your goal of your child's asthma being better controlled."
  
- Summarize
  - "You listed a lot of reasons to change. I heard..."