

Observations - OARS



Open-ended questions	Affirming Statements
Reflections	Summary Statements

I saw these examples of OARS skills:

O:

A:

R:

S:

An approach to providing positive feedback:

- How do you feel the appointment/visit went?
- What do you think went well?
- What might you do differently next time?
- Here are some examples of things I heard you say...
- I saw you using these skills: