

# Conversations skills guide:

Conversation flow chart ➡

Spotting opportunities ➡

How to ask openly ➡

Wording open questions ➡

Acknowledging ➡

Handling misinformation ➡

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Important reminder! ➡

## Resources:

Latest Key Points & Info 

# Identify an Opportunity



# Ask Open Questions



Build trust & increase understanding with further questions



# Acknowledge






# Act



# Identify an Opportunity

This is where you establish consent to have the conversation. Discussing vaccinations will only be productive if you are beginning conversations with willing participants.

-  You are asked for advice about vaccinations
-  You overhear members of your community sharing misinformation
-  You start a broader conversation about what you can do to stay healthy/keep your family healthy



# Asking Open Questions

You are seeking understanding of this person's perspective. This informs the conversation and helps them feel heard, not lectured.

- ✓ Be open and curious
- ✓ Seek to learn and understand
- ✓ Listen wholly and actively
- ✓ Be relaxed, make eye contact
- ✓ Conduct yourself as you would in any day to day conversation with this person
- ✗ Try not to interrupt or jump to making suggestions
- ✗ Don't dismiss statements you know to be wrong



# Asking Open Questions

Ask questions that don't have 'right' or 'wrong' answers, such as:

- ✓ 'How do you feel about...'
- ✓ 'What concerns you...'
- ✓ 'Where do you go to find info about...?'

But not:

- ✗ 'Why do think that'
- ✗ 'Who told you that'



# Acknowledging



Demonstrate that you have understood the person's concerns and explore them together in constructive conversation

- ✓ Repeat their key concerns that they raised back to them
- ✓ Empathise and find common ground
- ✓ Share relevant personal experiences of learning about vaccinations
- ✓ Share key points as tid-bits  
“I found out recently that...”
- ✗ Don't tell them they're wrong
- ✗ But don't then agree with or reinforce their vaccine distrust



# Handling Misinformation

When misinformation, such as a conspiracy theory or myth, is raised in conversation:

- ① Explore with open questions
- ① Understand the source of their information
- ① Consider the signposting  or key points  that might be useful for them
- ① **Do not debate or make judgment**






# Actions

Work with the person in a way that acknowledges their concerns and supports finding solutions

## Offering assistance


If accessing a vaccination is the main issue you can:

-  Help them to book an appointment
-  Support with planning their journey to a vaccination site using [Traveline](#) .

If they are open to learning more you can:

-  [Signpost](#)  to reliable information sources

## If they are steadfast in their vaccine stance

-  Thank them for speaking openly with you. Let them know you are available to talk again in the future.





# Signposting


You may have the opportunity to direct people to useful and appropriate information sources

- ① If you are asked a medical question or anything you can't answer (you are not expected to be an expert)
- ① Uncertainty/objection remains, but the person is open to learning more
- ① The person is considering a vaccination but doesn't know where to go or what the next steps are





# Signposting

Examples of useful and appropriate information sources you may want to use

Information on why vaccination is safe and important 

A range of resources that you can share 

Local Talking about COVID-19 vaccines webpage 

Video on how vaccines work 



# Talking about vaccinations

Conversations are a key tool in improving vaccination uptake and confidence in vaccinations in general

It's **not** about being an expert, it's about being willing to ask open questions, listening to and **acknowledging** concerns to build up trust and acting to identify appropriate next steps for the individual.

Remember you are making a difference talking about vaccinations positively, even if the person doesn't change their mind.

You are not responsible for choices that other people make and are supporting them to make their own informed decisions

