

Conversations skills guide

Conversation flow chart 


Spotting opportunities 

How to ask openly 

Wording open questions 

Acknowledging 

Handling misinformation 

Actions you can take 

Signposting 

Important reminder! 

Resources:

Latest Key Points & Info 

Conversation skills page 

Report misinformation 

Identify an Opportunity



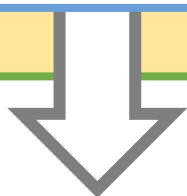
Ask Open Questions



Build trust & increase understanding with further questions



Acknowledge



Act



Identify an Opportunity

This is where you establish consent to have the conversation.

Discussing vaccination will only be productive if you are beginning conversations with willing participants.

- 🗨️ You are asked for advice about the vaccine
- 💬 Covid-19 comes up in conversation
- 🗨️ You overhear members of your communication sharing misinformation
- 🧠 Start a broader conversation about Covid, such as asking how they are feeling about 'Living with Covid'



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
- > Try not to interrupt or jump to making suggestions
- > Don't dismiss statements you know to be wrong
- > Be relaxed, make eye contact
- > Conduct yourself as you would in any day to day conversation with this person



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 the vaccine
- ✓ 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**

Tell us misinformation you
have heard 



Actions

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

Offering assistance

△ If you find accessing the vaccine is the main issue due to mobility or difficulties booking:

🖱️ Help them to [book online](#) 

🚗 Book a [free grab a cab](#)  to a vaccination centre (City only)

Signposting

① If they are open to learning more, direct to information

If they are steadfast in their vaccine stance

Thank them for speaking openly with you. Let them know you are available to speak or to signpost.




Signposting

Directing people to useful and appropriate information sources

- △ If you are asked a medical question or anything you can't answer
- △ Uncertainty/objection remains, but there is openness to learning more
- △ They are considering a vaccine but don't know where to go next

View signposting for various situations 

View a range of resources that you can share 



Talking about the COVID-19 vaccine

Conversations are a key tool in improving vaccine uptake and confidence in the COVID-19 vaccine.

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 the COVID-19 vaccine 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

