

Ohio's State Opioid and Stimulant Response (SOS) Grant

Scripts to Overcome Hesitancy or Resistance

Interviewing: Client Seems Hesitant or Concerned About Participating

Possible ways to begin:

- “I sense that you’re not so sure about doing this interview. What would be helpful to you in making a decision?”
- “Is there anything I haven’t mentioned that you’d like to know about taking part in this interview?” “What concerns, if any, do you have about participating?”
- “Would it be helpful if I explained in more detail why this information is useful for [NAME OF AGENCY] and the people we serve?”
- “It’s entirely up to you whether you choose to do this interview. Obviously, I’d like it if you would, but it’s totally your decision.”

Interviewing: Client Express a Desire Not to Participate

Possible ways to begin:

- “Although you don’t wish to participate now, would you be willing to consider doing the interview at another time?”
- “It’s totally up to you, of course, whether you participate. Is there something in particular that concerns you?”
- “Other people I’ve met with for interviews sometimes have expressed concerns about participating due to... [FOR EXAMPLE, PRIVACY CONCERNS, NOT SEEING THE POINT OF THE INTERVIEW]. I wonder if any of those things are of concern to you?”
- “I respect your decision. Thank you for considering it.”
- “Thank you for letting me know that you don’t wish to participate. Take good care.”