



TALKING ABOUT THE COVID-19 VACCINE

Tips from Doctors of the World UK

EMPATHY

- It is **normal** to have questions or concerns
- Have a **non-judgemental** approach
- Provide **time and space** for conversation
- **Acknowledge** emotions
- **Reflect** back and demonstrate listening



EXPLORE



- Explore what **matters** to the individual
- Ask **open** ended questions
- **Listen** without agreeing to misinformation
- If relevant, share your **story**

EMPOWER

- **Empower** people to make an **informed** decision
- **Respect** the right to choose
- Help people find **their own reason**
- Thoughts and emotions are **valid**
- Avoid **labels** such as 'anti-vaxxer'



INFORM AND FACILITATE

- Give information in a way the person can **understand**
- Be **responsive** to what the person wants to talk about
- Don't repeat misinformation but respond to **questions** or any points of discussion
- **Signpost** people to where they can get more information
- **Summarise** what has been discussed
- Review how the person **feels** about the vaccine now
- **Support** the person to access the vaccine if needed