

How to Have Conversations ABOUT VACCINES



Listen with empathy.



Start by listening with empathy to those who have questions around vaccination. Don't dismiss them, and acknowledge how they're feeling. You do not have to agree with them to listen and validate their feelings.

Example:

- ✓ *"It's okay to have questions, or want more information before getting a vaccine."*

Ask open-ended questions.



Ask open-ended questions, such as:

- ✓ "What have you heard about the vaccine?"
- ✓ "Why do you feel that way?"

The goal of open-ended questions is to get a response that goes beyond "yes" or "no" so you can better understand concerns.

Share trusted information.



When you don't know the answer, offer to help look for information. By letting the other person see that you don't have all the answers and by offering to find the information for them, they may increase their willingness to listen to you rather than feeling like you're pushing unwanted information or advice.

Explore reasons for wanting to get vaccinated.



When discussing vaccination, nothing works as well as getting personal. Share your own reasons for wanting to get vaccinated and, if appropriate, your experience of vaccination.

Source: <https://www.who.int/news-room/feature-stories/detail/how-to-talk-about-vaccines>



Quality
Insights
Renal Network 5

This material was prepared by Quality Insights Renal Network 5, an End Stage Renal Disease (ESRD) Network under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services (HHS). Views expressed in this material do not necessarily reflect the official views or policy of CMS or HHS, and any reference to a specific product or entity herein does not constitute endorsement of that product or entity by CMS or HHS. Publication No. ESRD5-102522b