



Creating Change in 15 Minute Consults

OBSTACLES & CHALLENGES

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I have too much work on

It's too cold

I'm too busy

I can't cook separate meals!

I don't like the taste of water

I know a few people who smoked and lived into their 90's

Alcohol helps me relax

I've never been good at exercise and I don't enjoy it

My friends like to meet up at unhealthy places

I won't be able to eat foods that I love

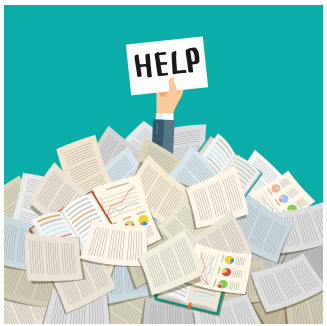
Staying up at night is my time to relax at when the kids are in bed

The kids love unhealthy snacks so they are always in the cupboards

I don't want a boring life!

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What do we do when we hear excuses?





Things we commonly do

Believe 'excuses' should be ignored, brushed aside, they hold no value

We assume we know what the barriers are

- Provide more information and advice
- Persuade and remind about benefits
- Warn about risks of staying the same

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When we argue for change.....

Change talk

Clients argue back, providing reasons to stay the same.....

Sustain talk

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Other things we commonly do

Try to devise solutions for our clients:

- evidence based actions
- what has worked for us personally
- what has worked for other clients
- ideas we have heard or seen

Could you.....Have you tried.....What about.....

'Provide unsolicited advice'

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Providing solutions is like grabbing the wheel!

Removes autonomy, self-responsibility and client ownership of their journey



A new perspective:



Excuses are the client telling you exactly what is getting in the way = barriers, obstacles.

Useful information!

Explore the barriers

'What has stopped you from changing this habit in the past?'

'What's stopping you from changing now?'

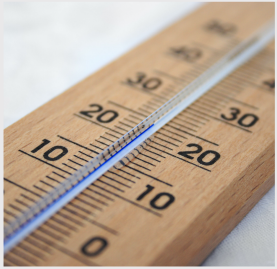
'Where are you stuck?'

'What are the obstacles?'

'What's stopping you from getting started?'



Assess confidence & uncover obstacles



"How would you rate your confidence at being able to change this behaviour, starting from today – low, medium or high?"

"If you decided right now to change, how confident do you feel about succeeding with this?"

Where 0 = not confident & 10 = very confident

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Stop telling - Start asking



Get curious

Support clients to brainstorm all possible solutions - ensure they come up with their own strategies.

- What is possible?
- What have you thought of?
- What could work?
- What ideas do you have?

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Evoking strategies to overcome obstacles and build confidence



'What's worked in the past?'

'What is working already?'

'What have you already considered or started?'

'What have you tried before that worked?'

Eg: 'Tell me about a time when you were exercising regularly, what strategies helped you stay on track?'

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- 'How could you deal with that next time?'
- 'How could you get more movement in your day despite being busy?'
- 'What could you tell yourself that would be helpful in that situation?'
- 'Who could support you to stay on track?'
- 'What have you learnt through previous attempts?'





When you are tempted to offer unsolicited advice:

- Remember client is the expert in their own life
- Encourage clients to come up with their own solutions
- Explore change talk, affirm strengths
- Ask permission to share



When you come up with solutions /offer unsolicited advice:

- Autonomy is removed
- Overlooks the client's experience
- Wastes time
- Creates discord
- Paints us as 'perfect'

Evoking Their Own Strategies & Solutions

- What 's getting in the way?
- What has stopped you from changing this behaviour in the past?
- In what ways could you get around that barrier?
- What have you been thinking of trying?
- What do you think you could do?
- What have you tried in the past?
- If you were going to change this behaviour, how would you do it?
- What would you need to change, solve/do differently?
- Would you like to brainstorm some possible solutions?



**Build confidence:
Support your client to come up
with a plan**

Prepare contingency 'if ... then...' plans

Ask your clients to consider what might get in the way and how they'll respond to possible situations, triggers, comments.



**The best way to help
our clients is ask
questions that evoke
their own solutions
for obstacles!**

