

Stage of change	Language associated with change	client's thoughts about change	Rulers	Strategies	actions they can take to motivate change
Pre-contemplation	"I won't"	I don't need to change or I don't want to change my behaviour. It's not important to me	Low Readiness low importance	Show acceptance and acknowledge self determination. increase awareness of negative impacts, Explore motivators - benefits of change	Think feel and learn about barriers and benefits. Gather information related to the behaviour.
	"I can't."	I can't change or It's too hard to change my behaviour.	Low Readiness ruler. low confidence	Show acceptance and acknowledge self determination. Explore motivators - benefits of change Increase confidence in overcoming barriers	Think feel and learn about barriers and benefits. Gather information related to the behaviour. Sort through obstacles
Contemplation	"I might in the next six months."	I can see a need for change but I'm not quite ready or sure I want to make a change, or that it's worth it- ambivalent	Moderate Readiness ruler- moderate importance	Increase importance- explore benefits, evoke Change talk, Increase confidence-Get clear about barriers and supports	Identify the pros and cons of making a change. Consider talking to a health professional to gain support.
Preparation	"I will in the next month."	I'm looking into it, doing some research, making a plan. Gathering information related to the behavior.	High Readiness ruler-high importance, check confidence	Affirm them and help to prioritise, set smart goal with action plan, trial and error approach, brainstorm barriers. identify supports	Develop a detailed plan, set goals and establish rewards and accountability.
Action	"I'm doing it."	I'm taking action!	High readiness high confidence	Affirm them, reinforce consistency, connect to benefits and vision, check they have adequate support,	Establish weekly goals, review and evaluate progress. Identify barriers, problem solve and find creative solutions.

Maintenance	"I'm still doing it."	It's part of my routine	High readiness high confidence	identify success factors, identify triggers, plan for barriers that could cause relapse, check what support they need	Continue to set new goals and challenge yourself. Give yourself credit for how far you've come and remember your motivation. Learn new ways to prevent relapses in behavior. Be a role model to someone else.
Relapse	"I was doing it."	Something interrupted my routine	High readiness high confidence	explore the triggers, create a plan to overcome obstacles, check in with vision, emphasise it's a normal part of the process, create a new plan for action.	Identify the triggers leading up to the relapse. Set aside blame. What did you learn about the situation?

Stage of change	coaching skills	communication
<p>Pre-contemplation 'I won't' (it's not important)</p> <p>or</p> <p>'I can't' (the barriers are insurmountable)</p> <p>Goal is to move into contemplation</p>	<p>Explore motivators- Increase client's awareness of the risks or negative consequences of their current behaviours and how these risks are personally relevant</p> <ul style="list-style-type: none"> • Increase client's awareness of the benefits of adopting healthier behaviours <p>• Explore confidence and barriers</p> <ul style="list-style-type: none"> • Make the healthy change 'the norm' – who else in their social network has adopted or is adopting the healthy behaviour • Reframe- positively reframe barriers as learning experiences • Brainstorm- where would you go to find more information? • Affirm-look for past success • Sort barriers 	<p>Acknowledge the client's control of the decision: "The decision to change is yours"</p> <p>Explore potential concerns: "Is there anything about smoking that affects your life/condition or may affect your life/condition in the future?"</p> <p>Validate that the client is not ready: "From what you are telling me it sounds like you are not ready to consider changing right now"</p> <p>Validate the client's experience: "I can understand why you feel that way"</p> <p>Offer information if appropriate: "I understand now is not the right time to talk about quitting smoking, would you like information for later reference?"</p> <p>Keep the door open: "If you feel like you want to have a discussion later down the track let me know"</p>

Contemplation 'I might in the next few months

Goal is to move into preparation

Strategies to increase motivation and importance

- *Use pros and cons of change to elicit change talk. This will increase awareness of benefits and strengthen reasons for change*
 - *Scientific facts can act as 'pro's' for behaviour change (ask permission)*
 - *Focus on how change will improve their life and move them towards their vision*
 - *Explore the impact of staying the same, Consider the impact on others*
- *Connect client to vision and values and how change can move them towards their vision*
- *Encourage your client to explore possible behaviour change whilst clarifying that the decision to change is ultimately theirs*
- *Collaboratively investigate the influences that affect readiness to change so that your client may start to feel more in control and aware of what is stopping them from moving forward*
- *Identify barriers and possible strategies to overcome them*
 - *positively reframe barriers as learning experiences.*
 - *Explore best experiences with change and success they have had in the past as a way to affirm and connect to strengths and increase confidence*
- *Connect them to people/groups who have made the change*

Validate the client's experience and ambivalence: "You are considering changing but are not sure if you are ready to start making changes yet"

Acknowledge the client's control of the decision: "Would you like to discuss your thoughts a bit further to help you move toward a decision?"

Clarify the client's perceptions of change: "It can be helpful when making a decision to consider the pros and cons of staying as you are now vs. changing. Would this be something you'd be willing to have a look at now?"

Ask questions to evoke positive talk about change such as:

Why have you been thinking about changing your _____? (reveals client's desire)

If you were to change you _____ how would you do it? (evokes client's confidence in their own ability)

What are you most important reasons for wanting to change? (evokes client's reasons for change)

How would things be different (better) if you decided to change? (reveals why change is important to the client)

Encourage further self-exploration: "Would you like to explore factors that can influence behaviour? You don't have to make a decision right now"

Restate your position that it is up to them: "It is up to you to decide if change is right for you. Whatever you choose, I'm here to support you."

Leave the door open for moving to preparation: "After considering this if you feel you would like to make some changes, we can discuss the potential next steps"

Preparation- I will in the next month

Goal is to move them into action - making the change.

Aim to help them set SMART goal/s

Write down what they are committing to

Address possible influences that may create barriers to change, and troubleshoot possible solutions

Help them brainstorm realistic and actionable steps - achievement increases confidence form an action plan to track and review,

Encourage experimenting with a trial and correction mentality Explore ambivalence

Connect their actions to their vision

Affirm the client's decision to change behaviour: "It's great that you feel good about your decision to increase your physical activity levels. You are doing something important to help with your blood pressure and improve your health"

Help the client to prioritise behaviour change opportunities: "What would make the most difference in achieving your goal whilst also being achievable right now?"

Identify and assist with problem solving regarding barriers: "Have you ever attempted to make changes before? What was helpful? What worked? What would possibly get in the way of making changes? How could you deal with these barriers?"

Encourage small initial steps: "Setting small tasks every few weeks can help to break your goal down into achievable chunks."

Assist the person in identifying social support: "Which family members could support you as you make this change? How could they support you?"

Action - making the change.

Coaching strategies to move them into maintenance

Aim to provide positive feedback on their accomplishments, highlight success and strengths ensure they have adequate support and plans in place,

Check in with their influences and supports

Discuss management of any barriers, trouble shoot obstacles (confidence)

Reframe any failures as learning experiences (confidence)

Connect their actions to how they feel and how they are moving toward their vision.(motivation)

Engage and reinforce the importance of their change: "It's great you have been making progress and achieving your goals, you are heading in the right direction towards your increasing your energy levels/improving your health."

Support a realistic view of change through small steps: "Successful change is usually a result of small steps that add up to big results."

Acknowledge difficulties in the early stages: "It takes a lot of work in the early stages to achieve change. You don't have to be perfect, it usually takes a few attempts for people to successfully change."

Help assess whether they have adequate support in place: "Who have you shared your plan with? Who is helping you to stay on track? Are there any not so helpful influences?"

Review plan including tracking: "Is the plan working out? How are you tracking your progress?"

Reaffirm strengths and vision: "It can be helpful for long term motivation to review your vision. Considering your strengths can also help to boost your confidence in maintaining changes."

Anticipate lapses: It's normal for clients to take action, lapse, take action. As a coach you can explore what interrupted the action, triggered the lapse, and then put plans in place to prevent it happening next time.

<p>Maintenance</p> <p>“I’m still doing it.”</p> <p>Goal is to keep in maintenance</p>	<p>Aim to provide positive feedback on their accomplishments, discuss what is working for them to stay on track, reinforce internal rewards, identify triggers and strategies for dealing with lapses and preventing relapse, and plan for follow up support</p>	<p>Support and affirm their changes: “It’s great you have been maintaining your behaviours for over six months now, how can I support you going forward?”</p> <p>Identify reinforcers: “What is working to help you stay on track? What are the benefits you are experiencing with your behaviour/s?”</p> <p>Identify triggers and strategies for lapses: “Are there any challenges coming up that may make it harder to stick with your behaviour/s? If you do go off track what will help you to get back on track again?”</p> <p>Plan for support: “How can I support you to maintain your behaviours? How often would you like me to follow up with you?”</p>
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<p>Relapse "I was doing it."</p> <p>Goal is to move back to preparation/action</p>	<ul style="list-style-type: none"> Review reasons and triggers for relapse Awareness of the influences on their behaviours - barriers and facilitators involved Provide ongoing support, check in with their vision and strengths, remind of 'trial and error' mentality Support them to revise their plan or devise a new plan 	<p>Explore reasons and triggers for relapse: "What do you think the reasons were for going off track?"</p> <p>Review or create a plan for barriers and facilitators: "What strategies can you put in place to minimise triggers for relapse or barriers to achieving your behaviour/s? What helps you to stay on track? How can you enhance the factors that help you to stay on track?"</p> <p>Check in with vision and strengths: "It can be helpful to picture how you see yourself once you have achieved your goal/s. It can also help to remember your strengths – your skills and experience to achieve your goals."</p> <p>Recap 'trial and error' mentality: "Changing behaviours is a learning experience where it takes effort and practice to achieve long lasting change. It usually takes people more than one attempt to successfully change."</p> <p>Review plan (if ready to work on behaviour again): "Would you like to revise your plan or create a new plan going forward?"</p>
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