ACCREDITED HEALTH COACHING AUSTRALIA

DO YOU HAVE THE BEHAVIOUR CHANGE MINDSET?

Health Coaches AUSTRALIA & NEW ZEALAND ASSOCIATION

	Traditional Mindset	Behaviour Change Mindset
Action plan	I'll give them a list of actions to do, at the end of the appointment	What action (if any) is the client ready to take? Where are they ready to start?
Partnership	I'm collaborative. We talk about the changes I want them to make and they agree to them.	I'm here to support the client to move forward in areas that matter to them
Client Centred	Clients come to me for expert advice and I help them with their problem	What are the client's priorities, needs and experiences and how can I support them to come up with reasons and strategies for change?

	Traditional Mindset	Behaviour Change Mindset
Agenda	I'm clear about what we need to focus on and achieve	What are the client's priorities? What would they like to achieve right now?
Information & advice	I know exactly how to explain this so the client understands what is going on/what they need to do	What does the client already know? What information do they need from me?
Strategy & solutions	I have some great ideas and solutions and know what the client needs to fix this	I wonder what the client has tried before or is thinking about trying now?

	Traditional Mindset	Behaviour Change Mindset
Readiness	If only they would listen to me - then they would start getting results	What stage of change is the client in? Are they ready to take action?
Approach to obstacles	More excuses! They are saying changing their behaviour is important but they are still not taking action!	Their confidence may be low. We can explore the barriers together and see what solutions they can come up with.
Motivation	They don't seem motivated to take action - don't they know how bad this behaviour is?	Is this change/behaviour important to them? What else is important for them?

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READINESS TO CHANGE - THE RULERS & RATING QUESTIONS

The confidence ruler and rating questions

How confident are you on a scale of 1-10, that you can make this change today or tomorrow morning? Where 0 = not confident and 10 = very confident

- What makes you choose that number and not a lower number? (Eg Why a 6 and not a 3?) - *reveals strengths, capabilities, the reasons why they have the ability to change.*
- Why a 6 & not a 9? - *reveals the barriers and and reasons why the client feels unsure they can change.*
- What would it take to move your score to a higher number? - *Client tells you what they need in order to change.*

SHARING INFORMATION/EXPERTISE

Find the information gap

Health professionals are experts in their area of health and are often skilled at providing information which they assume will help a client to take action and change their behaviour. Providing standardised or unsolicited information does not respect the client's current knowledge or understanding and can damage the therapeutic relationship. Information is valuable **when** the client has identified they **have a knowledge gap.**

To be more efficient and effective - Swap TELLING for ASKING.
Always Check in before you launch in (Ask, Offer, Ask)

- **Ask** open questions to find out what the client already knows and what they want to know (see below)
- Find the gap and **offer/provide** the information they need - 'Would it be helpful if I went through that with you?"
- **Ask** -is that enough detail?
- Don't overwhelm with information. Less is best!
- Cover less information and they will retain more

Questions to identify what clients already know, or have tried

- *What do you know about Keto/Lo carb?*
- *What research have you done?*
- *What have you already tried/changed in your diet or lifestyle?*
- *What worked? What were the challenges?*
- *What is your understanding of how carbohydrates affect blood glucose levels?*
- *What foods are good sources of protein? Healthy fats? Low carbohydrate vegetables?*
- *How well do you sleep? What is your understanding of how stress/poor sleep intake impacts your blood sugar levels?*

Information can be helpful however first understand what information is missing and what would be useful.

SUPPORTING CLIENTS TO MAKE SUSTAINABLE CHANGES

The client Identifies barriers and comes up with their own strategies & solutions

Clients already have a wealth of experience, past attempts and knowledge about their health. Ask open questions to find out what they've tried before and what they feel ready to try now

IDENTIFYING BARRIERS

- *What feels hard? What concerns do you have?*
- *What gets in the way? What might stop you?*
- *What do you already do well? What meals feel easy to change?*
- *What will help you? What is already working?*
- *How easy is it for you to prepare these meals?*

COMING UP WITH SOLUTIONS

Support them to come up with solutions that feel achievable, and ones they are ready to take

- *When will you have time to shop/prepare?*
- *What days or times work?*
- *Who can support you?*
- *What have you tried in the past that has worked?*
- *What have you learned from past attempts?*
- *What strategies do you use to manage stress/sleep etc*

Resist the temptation to jump in with your own advice and solutions

We can help clients come up with solutions that honour their experience, knowledge preferences and match their stage of change.

Client sets the goals & action plans

Goals need to be client centred - they need to come from the client and match their priorities and stage of change

- Ask open questions to find out what they are ready to work on
  - *What changes do you feel ready to make?*
- Support them to come up with goals that feel achievable, and ones where they are ready to take action
  - *What are the steps you need to take?*
  - *What reminders or prompts do you need?*
- Anticipate barriers, and support them to brainstorm solutions
  - *What might get in the way/throw you off?*
  - *what moments, situations, people could be potential triggers/ challenge you?*
  - *What will you do if that happens? How can you prepare for that?*

Resist the temptation to prioritise for them. Let them start with the changes they are ready to make.

We can help clients come up with small achievable goals that build confidence and slowly but surely lead to sustainable change.

CASE STUDY

Liesl - aged 60

- Has come to you because she wants to try keto
- Her mother has dementia and she's heard keto is good for brain health.
- Has been told she is insulin resistant.
- Would like to lose weight - 8-10 kg
- Married, close relationship with adult children - often asked to mind grandchildren
- Very social

What would you include in your consult with Liesl?

What does Liesl already know about keto/low carb?

What might be stopping Liesl from feeling confident and capable?

What might help Liesl feel confident and capable, and set her up to succeed?

NOTES

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