

RESPONDING TO SUSTAIN TALK

Reflective listening - straight reflections (simple/complex):

Patient: I don't think my alcohol intake is a problem

HP: Your alcohol intake hasn't contributed to any health problems for you

Patient: Well actually I wouldn't say that, it probably does lead to me choosing unhealthy foods... more so than I would if I didn't have a drink

Reflective listening - amplified reflections:

Patient: I'm doing fine the way I am

HP: There's really no room for improvement

Patient: Well there's always room for improvement but I'm doing ok

HP: You're happy with how you are tracking

Patient: Well I wouldn't say I'm happy, I know I could feel better, I'm certainly not sleeping well and I'm tired everyday. It just all seems so hard.

Reflective listening - double sided reflections:

HP: On one hand it seems very hard to start making changes and on the other hand you'd like to be sleeping better and have more energy

Patient: Yes of course! But where on earth would I start? I find it hard to get a good night's sleep so that affects my energy and then I'm too tired to even think about exercising

HP: It's tough to exercise when you're tired and at the same time you want to figure out how to be more active and get more energy

Patient: Well yeah, do you have a magic solution?

HP: I don't have a magic solution but I do have some ideas I could share with you. Would you be up for hearing them and letting me know your thoughts?

Patient: Sure

Emphasising autonomy:

Autonomy is an innate psychological need. Emphasising that people have a choice makes it more possible for them to choose change.

Patient: I really don't want to exercise

HP: That's ok, the decision of increasing physical activity is completely up to you. I'm here to support whatever you decide to do.

Patient: Ok. I've just never really liked sports or been good at them. I hate getting sweaty and my knees hurt.

HP: If physical activity was something you enjoyed and it didn't cause your knees to hurt, you'd be more likely to do it.

Patient: Yes I guess so but I'm not sure what that would look like.

Reframing – suggesting a different perspective:

Patient: My wife is always nagging me about this.

HP: She must really care about you

Patient: I just failed again at dieting, it's not for me!

HP: Diets don't really seem like a good solution

Patient: I have started in the past but it's impossible to stick with it, I can't do it.

HP: You must have learnt a lot about what works for you as well as what doesn't. What helped in getting you started and what did you enjoy while you were doing it?