

### READINESS TO CHANGE - THE RULERS & RATING QUESTIONS

Readiness to change is influenced by how important clients/patients think it is to change and how confident they feel in their own ability to change.

It's best to check **how important it is** for someone to change **first**, as even if a client/patient feels **really confident** in their ability to change, if they don't see change as important they'll never feel motivated!

#### The importance ruler and rating questions

How important is it to you to work on \_\_\_\_\_ given the other priorities you have in your life? Where 0 = not important and 10 = very important.



#### Rating questions:

What makes you choose that number and not a lower number? (Eg Why a 6 & not a 3?)  
- evokes change talk - the client's reasons for change (motivational hooks)

What would it take to move your score to a higher number? (e.g. why a 6 & not a 9?)  
- reveals the barriers and reasons why change is not a priority.

If importance is high, ask about confidence

#### 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?)  
- evokes change talk - the reasons why the client thinks they have the ability to change (confidence)

What would it take to move your score to a higher number? (e.g. why a 6 & not a 9?)  
- reveals the barriers and and reasons why the client feels unsure they can change.

# #5 COACHING IN PRACTICE

## ASSESS & BUILD CONFIDENCE



'Coaching in practice - key elements to understanding and building confidence:

1. Assess confidence
2. Ask rating questions to see what is helping them feel confident and what is holding them back
3. Explore influences on behaviour/s – external and internal, and support client to create plan to deal with barriers to change and to enhance/strengthen facilitators for change
4. Foster a mindset of curiosity, compassion, trial and correction, remind them small steps lead to big change, celebration of weekly wins

### 1. Assess confidence:

“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 at all and 10 = not confident at all

If confidence is high, ask the reason for their score

### 2. Ask rating questions if confidence is not high

- If very low confidence, ask them if they would like to pick another area
- Ask why they chose that number and why not a lower number (e.g. why did you choose 5 and not 2), the client will describe their capabilities for change. This provides information about what they already do or what they feel they can do. **The aim is to elicit self-motivating statements/change talk.** We then affirm their statements about strengths and efforts to help to build their confidence, and support the client to build upon what they are already doing.
- Ask what it would take to increase their score (or why did you choose 4 and not 8), the client will describe what is holding them back from change.
- In addition to collaboratively brainstorming solutions and strategies, assist clients to see past 'failures' as opportunities to learn and move forward.
- If score is not 7 or higher employ strategies to increase confidence

Explore influences on confidence using open questions, and support client to create plan to deal with barriers to change and to enhance/strengthen facilitators for change.

In order to feel confident they can start or change a health behaviour, clients need to identify barriers and sort them into those they feel they can change and those they feel they can't control. It is also useful to identify influences in their lives that act as facilitators of change (make change easier).

As our clients consider changing their behaviour, they will provide reasons why change is hard and what has stopped them in the past. Listen out for this ‘sustain talk’ and check in with them to identify barriers

### Open questions:

- What do you need in order to reach this goal?
- What roadblocks might get in your way?
- What has stopped you from changing this behaviour in the past?
- What is holding you back and how could you get around this?
- What are triggers for your current behaviours? Are there ways to remove the triggers?
- Are there ways to respond differently to the triggers?
- What or who could help you to get started or stay on track?
- What/who has helped to keep you on track in the past?
- What challenges might occur in social situations?
- Who might hold you back /sabotage your efforts and how will you deal with these influences?
- What knowledge/ skills/ support do you need to get started? Create a plan to bridge those gaps
- In what ways can I support you?

### Foster a confident mindset

- Collaboratively brainstorm all possible solutions and strategies to overcome them
- What could work? What could work? What else?
- What have you already thought of trying? What are you willing to try?
- What are some new possibilities?
- Ask your client to list their strengths – what has helped them to achieve in the past? What strengths could you tap into to help you achieve your goals?

### Positively reframe barriers as learning experiences.

Previous experience with change provide clients with something to learn from, and they can see it as better having some experience than none.

- Ask your client to reflect upon their past successes – what worked in the past? Exploring best experiences with change and success they have had in the past is a way to affirm and connect to strengths and increase confidence.
- How could previous efforts and/or experiences help you to achieve your goals?
- Ask your client to write down their obstacles/reasons for not changing a behaviour in the past. Then, have them write a response for each barrier to help re-evaluate their actions
- Support your client to create a plan for dealing with triggers, barriers, challenges as well as identifying facilitators for change. Creating a plan to move past obstacles is a key strategy in helping clients increase their confidence / readiness to change