

1. Collaboratively agree on an agenda, validate their autonomy

2. Tap into motivation

3. Identify information gaps

4. Evoke strategies & solutions

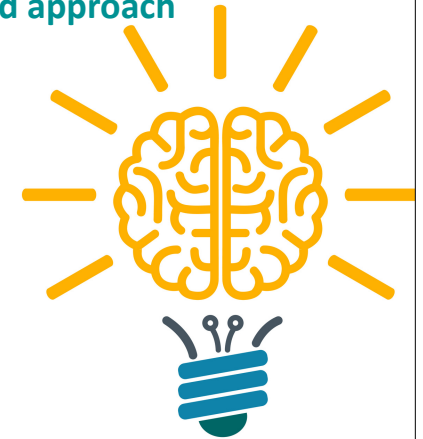
5. Agree on client actions, tracking, support & review

Take home message - client centred approach

Clients begin to take responsibility for their health when they feel empowered and in control of their own journey

- Approach each consultation with openness, non judgment and curiosity
- Don't assume you know what is going on, or the best solution.

We can help communicate autonomy, that our clients are in charge and that we are there to support them.



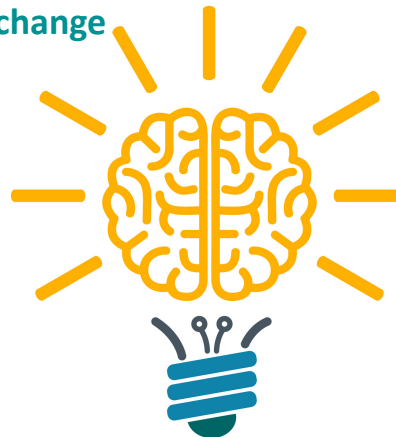
Take home message - readiness to change

There are different stages of change & clients may not be ready to change

If a client seems stuck or resistant:

- Maybe they don't see change as personally relevant
- Maybe the change feels impossible, too hard
- Maybe they're still weighing up the cost and benefit

*Identifying a client's readiness to change helps you **choose the right approach** - communication, strategy and goals -to move clients **closer to change***

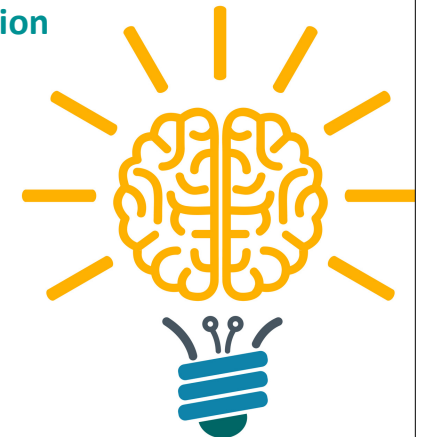


Take home message - communication

Communication builds trust, connection, helps a client feel heard and prevents clients from feel interrogated

- Ask open questions
- Use double sided reflections
- Summarise, summarise summarise

Using your communication toolkit helps your client to tell their story, feel heard, supported and gives them space to explore their motivation and ability to change.



Take home message - motivation

Don't assume what is or should be important to your client

- Ask open questions to find out what is important
- Connect the dots between the behaviour and getting something they value
- Help clients imagine a healthier future

We can help clients strengthen their reasons to change- personally important and relevant



Take home message - information

Don't assume providing information will help a client to take action and change their behaviour

- Ask open questions to find out what what the client already knows, and what they want to know
- Find the gap and provide the information they need, when they need it
- Less is best! Information overload leads to overwhelm and discord

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



Take home message - strategies and solutions

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



Take home message - 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
- Support them to come up with goals that feel achievable, and ones they are ready to take
- Resist the temptation to jump in with goals based on your priorities, their goals may not be the ones you'd choose!

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

