

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, 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

0	1	2	3	4	5	6	7	8	9	10
0 = not confident					10 = very confident					

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
- Asking 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.
- Asking what it would take to increase their score (e.g. 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

3. Explore influences 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

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:

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 is helping to keep you on track currently? (active or maintenance stage)
- What challenges might occur in social situations?
- Who might hold you back /sabotage your efforts and how will you deal with these influences?
- Have you got the knowledge/ skills/ support you need to get started?
- In what ways can I support you?

4. Foster a confident mindset

Collaboratively brainstorm as many possible ways they can achieve their goal, when clients can see many paths to success their hope rises.

- What could work?
- What have you already thought of trying?
- What are some new possibilities?
- What are you willing to try?
- What worked in the past?
- How could previous efforts and/or experiences help you to achieve your goals?

Support clients to:

- Notice unhelpful thoughts, thought patterns and beliefs as they arise and try to recognise if they are faulty
- Practice reframing their thoughts & beliefs
- Challenge evidence behind beliefs
- Consider what triggers lead to their faulty thoughts & beliefs
- Reframe unhelpful thoughts into helpful thoughts
- Plan a realistic thought that could be substituted for their usual faulty thought when that trigger occurs

Reinforce that:

- sustainable change that they can maintain long term takes time and that small achievable steps that add up to big results.
- ticking off small wins builds confidence - setting small daily/weekly goals that they feel they can achieve helps. Domino effect. Can lead to bigger changes and ability to tackle more over time.

The below strategies can be used to help your clients increase confidence for changing behaviour

- Identify barriers and help your client to brainstorm all possible solutions and strategies to overcome them – what could work?
- 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.
- 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
- Ask your client to list their strengths – what has helped them to achieve?
- 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 and hence readiness to change.
- Support your client to evaluate any gaps in their skills and create a plan to bridge those gaps