

Competent Conversations for Change

Below is a guide to consultations in primary care using a coaching approach. Utilise each element as needed.

Introduction

Introduce yourself

Explain role

- what do you specialise in?
- why is your approach different to others?
- what are the benefits other patients have experienced from working with you?

Clarify patient expectations

- What do they expect and is it reasonable?
- What do you expect and is it reasonable?

Tailor approach to each client

Create focus for the consult

Assessment

- Would you mind me asking you some questions about your health/nutrition intake/sleep/physical activity/ lifestyle to help me understand more about you?
- Would you like me to provide feedback about your results and how they relate to you?

Choosing an agenda/priority - Using a client-centred approach

- What brings you here today?
- What would you like to get out of today's consultation?
- What part of managing your ... would you like to talk about?
- What's your biggest concern? How can I support you?
- What is your understanding of why you've been sent to see me?

Check motivation – using your toolkit for importance and confidence

Providing information - Using client-centred approach

- What is your understanding of risk factor/s, disease/condition, pre-disposition, prevention, treatment, optimum health?
- What is your understanding of contributing lifestyle factors – nutrition, physical activity, smoking, alcohol etc What would you like to me to go through with you?
- What information would you like to know?
- Would you be open to hearing about evidence-based options and considering which option may suit you

Coming up with strategies - Using client-centred approach

- What is stopping you?
- What have you been thinking of trying?
- What do you think about.....?
- What have you tried in the past?
- If you were going to change this behaviour, how would you do it?
- What would you need to change, solve/do differently?
- Would you like to brainstorm some possible solutions?

Monitoring - Using client-centred approach

- What is working?
- What isn't working?
- What have you learned?
- How can you use learnings from the past to create a plan going forward?
- How can you adjust the plan?
- What would you like to do differently?
- What information/support do you need?