

DO YOU HAVE THE BEHAVIOUR CHANGE MINDSET?



Action plan
Partnership
Client Centred

Traditional Mindset

I'll give them a list of actions to do, at the end of the appointment

I'm collaborative. We talk about the changes I want them to make and they agree to them.

Clients come to me for expert advice and I help them with their problem

Behaviour Change Mindset

What action (if any) is the client ready to take? Where are they ready to start?

I'm here to support the client to move forward in areas that matter to them

What are the client's priorities, needs and experiences and how can I support them to come up with reasons and strategies for change?

Agenda
Information & advice
Strategy & solutions

Traditional Mindset

I'm clear about what we need to focus on and achieve

I know exactly how to explain this so the client understands what is going on/what they need to do

I have some great ideas and solutions and know what the client needs to fix this

Behaviour Change Mindset

What are the client's priorities? What would they like to achieve right now?

What does the client already know? What information do they need from me?

I wonder what the client has tried before or is thinking about trying now?

Readiness
Approach to obstacles
Motivation

Traditional Mindset

If only they would listen to me - then they would start getting results

More excuses! They are saying changing their behaviour is important but they are still not taking action!

They don't seem motivated to take action - don't they know how bad this behaviour is?

Behaviour Change Mindset

What stage of change is the client in? Are they ready to take action?

Their confidence may be low. We can explore the barriers together and see what solutions they can come up with.

Is this change/behaviour important to them? What else is important for them?

ADAPTING PRACTICE TO SUPPORT CHANGE - SIMPLE STEPS



CLIENT CENTRED APPROACH

Emphasise autonomy and discover client priorities

Tap into what matters and why it matters - motivation hook

Check in - identify information gaps

Identify barriers - evoke strategies & solutions

Create a plan based on readiness

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HEALTH COACHING MASTERCLASS

How can we make client consults more effective and efficient, and engage the client in their care?

Adopting a client centred approach

Clients begin to take responsibility for their health when they feel empowered and in control of their own health journey. We can help communicate autonomy - that our clients are in charge, and that we are there to support them.

People with chronic conditions may have had this condition for a long time and have a lot of knowledge and experience. We need to first find out how the patient/client feels about their current management, what they already know, and if there are any skill and/or knowledge gaps.

For successful behaviour change:

- It has be important to the client - they have to see the consequences or benefits as being personally relevant
- They have to feel confident, capable and that they have the resources
- They need to feel in charge - their priorities, their ideas, harnessing their experience, steps they are ready to take
- They need a plan (builds confidence) with prompts

Open questions can provide useful information in a short time and allow you to work out where/if a client/patient needs additional support. You can then tailor your approach to their stage of change.

ADAPTING PRACTICE TO SUPPORT CHANGE - SIMPLE STEPS



Questions to ask yourself in each consult

What are my client's priorities? (engagement)

What do they see as the benefits of engaging in positive health behaviours/managing their condition better?

Is managing their health condition important? If not, what is important to them in life, and how does managing their health help them achieve that?

What gets in the way of managing their condition? What makes it hard? What are their competing priorities?

Is information a gap? What do they know and need to know? What do they know about the positive behaviours that can help manage their condition?

What steps do they feel ready to take and how will they remember to do it? What else do they need to prepare?

Client priorities

We often focus on our priorities for clients - which may not be their priorities. We can never assume that a client is ready and willing to manage their health condition/health concern/injury.

Ask open questions to discover what is important to your client, and what they want to get out of the consultation.

- How are things going with your diabetes?
- How well do you feel your diabetes is managed?
- How do you manage your diabetes now?
- What is going well and what isn't working at the moment?

Harness motivation

Discover how achieving this goal could make their life better, in their opinion! What do they see as the benefits of engaging in positive health behaviours or managing their condition better? Is managing their health condition important? If not, what is important to them in life, and how does managing their health help them achieve that?

ADAPTING PRACTICE TO SUPPORT CHANGE - SIMPLE STEPS



Harness motivation cont.

- On a scale from 1 to 10, how important is it for you to make this change (given everything going on right now)?
 - How is this condition affecting you?
 - What does it stop you from doing?
 - What did you used to enjoy that you can't do now?
 - What would you do/what would be possible if this was no longer a problem for you?
 - How do you want to feel?
 - How important is it for you to change this/feel better?
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- How important is it to you to manage your diabetes differently? (or how important is it to you to manage your diabetes differently so you can enjoy time with your family?)
 - Understand the impact: What happens when your BGLs are high? How is your diabetes/high BGLs stopping you from doing things you used to enjoy?
 - Condition specific: Understand the benefits: If your diabetes was under control, what would you do, that you can't do now? How do you want to feel?
 - Benefit specific: If you weren't so tired, what would you do, that you can't do now?

Connect the dots for them, 'so it sounds like you're looking for some ways you could get your diabetes under control, so you don't feel so tired, and you can enjoy time with family again.

Identify information gaps

Don't assume providing information will help a client to take action/change their behaviour. Ask open questions to find out what the client already knows, and what they want to know.

- What do you know about how your medication works?
- What do you know about managing your condition with diet?
- What is your understanding of how exercise helps reduce your blood glucose levels?
- What do you think will happen if we don't get on top of this infection?
- What do you feel confident with and where do you get stuck?
- What information would help you?
- What are you not sure about?
- What would you like to know more about?

ADAPTING PRACTICE TO SUPPORT CHANGE - SIMPLE STEPS



Identify barriers - evoke strategies & solutions

Build confidence in their capability when:

- They have tried and failed before. What did they learn? They have a lot of experience.
- It feels overwhelming - so many barriers. What are all the barriers? Get them all out on the table.
- They don't know how - no plan. Find out how could they do it, what would the steps be.
- They don't know if they are capable. Explore strengths, what do they need to feel capable? Knowledge? Skills?
- Don't think they have the resources. Explore previous experience, their ideas, support network, facilitators.

What gets in the way of managing their condition? What makes it hard? What are their competing priorities?

- What's hard about managing your diabetes?
- What stops you from... walking/eating smaller portions, etc?
- What have you thought of that might help to get your BGL under control/lower/balanced?
- What works? What have you tried before that works?
- What do you think is your greatest challenge?

Create a plan based on readiness

- If you were going to walk/change the way you eat, how would you do it?
- How could you fit exercise into your life? or What ideas do you have to fit more exercise into your life?
- What can you do over the next few week to help you take your medication consistently?
- What's one change you can make to your meals that feel achievable?
- What can you put in place to help manage your stress better?

Action plan: consider all the steps you need to take

- What is the first step?
- What else would you need to do?
- Reminders: how will you remember to do these things?
- Who or what could support you?
- What might get in the way (obstacles/triggers) and what is your back up plan?
- What thought will motivate you? What do you need to say to yourself?
- How could you use rewards to support you to take action?
- How could you pair this with an activity you enjoy?