

Spirit and Guiding Principles

** Express empathy **

1. Collaborate with the person.
2. Support autonomy and self-efficacy.
3. Evoke a person's *own* reasons to change.

Goals:

Explore and resolve ambivalence about change.
Increase confidence about making a change.

Key Techniques

- Ask permission to give advice.
- Talk less, listen more.
- Use more open than closed questions.
- Affirm strengths, intentions, efforts, choice.
- Reflect back and summarize what you hear.

You are not listening to me when:

- You say you understand.
- You say you have an answer before I finish telling you my story.
- You cut me off before I have finished speaking.
- You finish my sentences for me.
- You tell me about yours or another person's experiences, making mine seem unimportant.
- Your response is not consistent with what I said.

You are listening to me when:

- You really try to understand, even if I am not making much sense.
- You grasp my point of view, even when it's against your own view.
- You allow me the dignity of making my own decisions, even when you feel they may be wrong.
- You do not take my problem from me but allow me to deal with it in my own way.
- You hold back the desire to give advice (or only offer it with permission).
- You give me room to discover what is really going on.

(Author unknown)

BE CURIOUS



Ask about:

- Goals and values
- Strengths and challenges
- Reasons to change or not change
- How they see and understand the situation



LISTEN FOR CHANGE TALK

Change Talk:

Desire
Ability
Reasons
Need



REMEMBER:

Commitment is necessary for change to happen.

To get someone talking about change:

Ask for it!

Why might you want to make this change?

If you decided to change, how would you do it?

What would be the best reasons to change?

How will your life be better if you change?

Explore pros and cons...of the behavior and of changing

What are the good things about smoking?

...and what are the not so good things about smoking?

...and then reflect back

So, on the one hand...

And on the other hand...

Assess importance and confidence

On a scale from 0-10, how **important** is it to you to _____?

On a scale from 0-10, how **confident** are you that you will be able to _____?

0-10 Ruler to Assess Importance and Confidence:



Followed by:

“What makes you a 4?”
(for importance)

“What would help you feel more confident?”
(for confidence)