

Endorsed by:



# Motivational Communication

- Gently guiding, with the understanding that change is up to the patient<sup>6,7</sup>
- Communicating respect and acceptance of people, their feelings, and beliefs<sup>1,6</sup>
- Establish a non-judgemental, collaborative relationship to promote change and empowerment<sup>1,7</sup>



# Motivational Communication

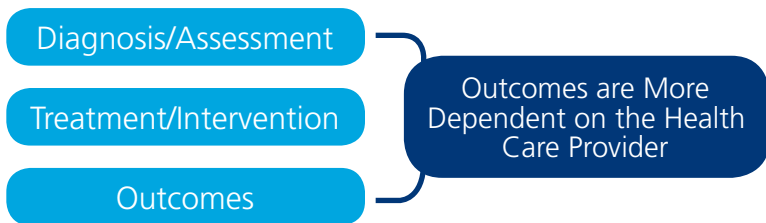
- Collaborate with and empower the patient<sup>1,6</sup>
- Encourage change talk to come from the patient<sup>6,7</sup>
- Find your patient's reason for change<sup>6</sup>



# Moving from 'Teach and Tell' to 'Collaborate and Empower'<sup>1,2</sup>

## In Chronic Disease Management

### Acute Care & Traditional Model



### Move toward Chronic Care Model



# Change Skills

## Creating the Bond

### Relationship Skills<sup>1,2</sup>

Establishing a change-based relationship using motivational communication

## Getting to the Tasks

### Motivational Skills<sup>1,2</sup>

Helping people who are not ready move towards readiness

## Achieving the Goals

### Behaviour Change Skills<sup>1,2</sup>

Guiding patients to their goals



# Getting your head around Self-Management

This is a dance with 4 steps

**1** Are you and the patient on the same page?<sup>1,2,4</sup>

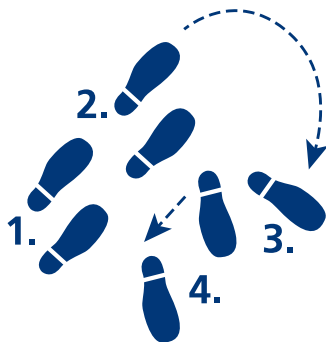
Is this even about self-management?

**2** Is the patient ready to change?<sup>1,2,4</sup>

How do you define behaviour, assess readiness, and improve readiness?

**3** How does change occur and when can it be realistically expected?<sup>1,2,3</sup>

**4** How does change interact with the rest of the person and the world he or she lives in?<sup>2,3,5</sup>



# Communicate to Negotiate<sup>1,2</sup>



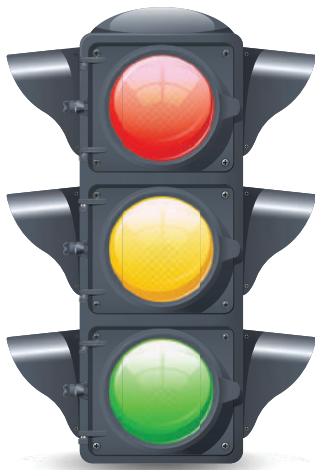
# Readiness Assessment

Assessing a patient's readiness to change<sup>2,4</sup>

Is the behaviour (or lack of it)  
a problem for you?

Does the behaviour (or lack of it)  
cause you any distress?

Are you interested in  
changing your behaviour?



Are you ready to do something to change  
your behaviour now?

**Share your impressions of readiness  
with the patient**

# Post-Readiness Assessment<sup>1,2,4</sup>



Take the expectation of change off the table

- Understand the behaviour (personal meaning & health beliefs)



Expand on Readiness

- Personal/Meaningful reasons to change
- Connect to the principles
- Try behaviour on for size



Behaviour Modification

- Goal setting
- Identify barriers and temptations
- Support self-efficacy