Endorsed by:

Motivational Communication



 Gently guiding, with the understanding that change is up to the patient^{6,7}

 Communicating respect and acceptance of people, their feelings, and beliefs^{1,6}

Establish a non-judgemental, collaborative relationship to promote change and empowerment^{1,7}





Motivational Communication

 Collaborate with and empower the patient^{1,6}

 Encourage change talk to come from the patient^{6,7}

 Find your patient's reason for change⁶





Moving from 'Teach and Tell' to 'Collaborate and Empower'

In Chronic Disease Management¹²

Acute Care & Traditional Model

Diagnosis/Assessment

Treatment/Intervention

Outcomes

Outcomes are More Dependent on the Health Care Provider

Move toward Chronic Care Model

Description

Prediction

Choice

Outcomes are More Dependent on the Patient



Change Skills

Creating the Bond

Relationship Skills^{1,2}

Establishing a change-based relationship using motivational communication

Getting to the Tasks

Motivational Skills^{1,2}

Helping people who are not ready move towards readiness

Achieving the Goals



Getting your head around Self-Management

This is a dance with 4 steps

1 Are you and the patient on the same page?^{1,2,4}

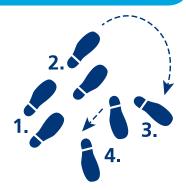
Is this even about self-management?

2 Is the patient ready to change?^{1,2,4}

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

- How does change occur and when can it be realistically expected?^{1,2,3}
- How does change interact with the rest of the person and the world he or she lives in?^{2,3,5}





Communicate to Negotiate*





Readiness Assessment

Assessing a patient's readiness to change²⁴

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



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



1. Valid M. Are Behavioural Interventions Doomed to Fail? Challenges to Self-Management Support in Chronic Diseases. Can Diabetes 2015 doi: 10.1016/j.gc.0015.00.002/joubined Online First: Epio Dhetti]. 2. Valid M. Behaviour Change Counseling-How Do (Kinow II) Air Doorig It Will The Development of the Behaviour Change Counseling Scale BCCS). The Disease of the Counsel Counseling Counseling Scale BCCS. The Development of the Behaviour Change Counseling Scale BCCS. Scale 2011;118-9 4. Sargeant I. Valid M. Ferrier S., et al. Lifestyle counseling in primary care copportunities and challenges for changing practice. Med Teach 2008;2002;18-99 doi: 10.1080/0012599070010282/lipublished Online First: EpiD Datell Scale Counseling Counseling Counseling Counseling Counseling Counseling Change Changed Chang





