

How To Elicit Behavior Changes: Questions and Statements

Open-ended:

- Can you tell me a little more about _____?
- What things do you do on a regular basis to stay healthy?
- Can you describe activities that you and your family do that are physically active?
- What is it like to live with diabetes?
- If you made the decision to _____, what are the steps you would take?
- What would be different about your life 3 months down the road if you make (or don't make) this change?
- How would you benefit from making a change?
- Why would you want to _____?
- Highs & Lows – Explain something that's really good and something that is bad.

Affirming:

- I understand how hard it can be to talk about these things and I appreciate you opening up.
- I think you're making a great choice in wanting to improve your health.
- Wow! I'm impressed by your motivation to make some life changes.
- You're doing great!

Reflective Listening:

- You are making legitimate lifestyle changes, but it doesn't feel like it's making a difference.
- You really want to make some changes, but you're not sure how those changes will fit with your current schedule.
- It sounds like _____ has actually complicated things.
- You are very worried about _____.

Summary:

- Do I understand this correctly?

Focused Advice:

- Ask permission
- Do you have any ideas on how to facilitate the change?
- Some things have worked well for other patients, including _____
- Gauge client's reaction: how do you feel about the things we've discussed/my advice?