Client Language

Goals:

Acknowledge Change Talk: Reflect and/or Affirm then…….

Invite Change Talk: Reflect, Open Questions CR: Complex Reflection OQ: Open Question

|  |  |  |  |
| --- | --- | --- | --- |
| Client Speech: Sustain Talk | Example | Responses | Possible Client Change Talk |
| Desire: | I just love smoking and how it makes me feel. Low on importance.  I’d like to be able to eat whatever I want whenever I want. Low on importance. | CR: You can’t imagine life without smoking. CR: It’s your best friend.  OQ: What would life be like without cigarettes? (envisioning)  CR: You don’t want anything to have to change in your life. CR: You want freedom in your eating habits.  OQ: Why are you being asked to do something different? (elicit) | Well, it would be miserable but my family would stop pushing me about this. CR: So there would be at least one advantage. OQ: Of course only you will decide, but what are some other possible advantages?  I guess because I am diabetic now and it would help me. CR: You have some understanding of the issue. OQ: What other information would help you? |
| Ability | I’ve tried and I don’t think I can stop smoking. Low on confidence.  I can’t keep up with all the kinds of foods, the amounts; it’s too much! Low on confidence. | CR: If you did try, you would need help to boost your confidence.  OQ: What are some other challenges in your life that you met successfully?  CR: You are overwhelmed.  OQ: What would help you the most? | I certainly couldn’t do it alone. CR: It would be a challenge that you would need to share.  OQ: What are some other challenges in your life that you met successfully?  It’s not that I don’t want to be doing better. CR: You are concerned about your health. OQ: What would help you the most right now? |
| Reasons | Smoking helps me relax. This shows why it is low on importance.  I’m going to have diabetes whether I follow the diet or not. This shows why it is low on importance. | CR: Smoking makes life more tolerable.  OQ: If you did think there were reasons to change your smoking habits, what would some of them be?  CR: You don’t think anything will make a difference.  OQ: What do you know about the advantages of managing diabetes? | I know it is bad for my health, sure costs me a lot and then the family is on my back! CR: Some real major things. OQ: What would help you decide you wanted to make some changes?  I would like to think something could.  CR: You don’t want to think this is out of your control entirely. OQ: What do you feel capable of doing with the diet? |
| Need | I have to smoke; I can’t get through the day without it. This shows why it is low on confidence.  This is just how it is now; I am diabetic. This shows why it is low on confidence. | CR: There is no option for you.  OQ: What would need to happen for you to even consider changing?  CR: Your fate is sealed.  OQ: What would help you feel more optimistic about managing your diabetes? | Well, I don’t want to say that! CR: You are not hopeless! OQ: If you did decide to make some changes and it has to be your decision, what do you think you would do to cope?  I am a diabetic, that is true, but I’m not dead yet! I want to still enjoy life! CR: All is not lost!  OQ: What would help you feel more optimistic about managing your diabetes? |
| Commitment  Commitment | I’ll just keep smoking  I will just live with the diabetes. | CR: There is no reason to do anything else. OQ: Where does this leave us now?  CR: You want to live your life as you want, not taking this into account.  OQ: Where does this leave us now? | Not really, not right now. CR: You have some idea of the risks and possible benefits and for now, this is your choice; it is true only you can decide. If you want to talk again, please feel free to contact me.  Maybe I’ll change my mind later if I start to have problems, like with my feet or something.  CR: More physical problems would need to happen. OQ: Of course only you will decide, but what do you know about the risks of waiting until problems like with your feet occur? |
| Activation | I’ll take the risks of smoking.  Change is just too hard. | CR: Right now the benefits outweigh the risks. OQ: Where does this leave us now?  CR: This would require more effort than you feel capable of making.  OQ: Where does this leave us now? | For now they do.  CR: You have some idea of the risks and possible benefits and for now, this is your choice; it is true only you can decide. If you want to talk again, please feel free to contact me.  That sounds like I am giving up. CR: That makes you uncomfortable.  OQ: What would not giving up look like, if you decided to do something? |
| Taking Steps | I don’t plan to do anything.  I’ll just keep eating like I do now. | CR: You have made your decision.  OQ: Where does this leave us now?  CR: You are willing to take your chances.  OQ: Where does this leave us now? | I’m not saying never, I am saying, not right now. CR: Of course, only you can decided when the time might be right.  OQ: Just out of curiosity, how will you know?  I have to die of something. CR: It may as well be this, just let nature take its course.  OQ: Certainly I am not trying to convince you otherwise, but what would that be like? |