



Exploring Motivation to Change with Residents

It's not just about behavior.

Pause ...

Notice your reaction to the person.

Think ...

- What could the person be thinking and feeling?
- What does he/she want you to understand about his/her perspective?

Be Curious ...

Ask open-ended questions:

- Tell me, what's going on with you?
- What are your concerns here?
- How can we work together to improve this situation?

Listen ...

Try to understand the person's point of view.

Consider ...

What stage of change is this person in?

Person's Perspective	Stage Of Change
"Change what?"	= Pre-contemplation
"Change? Maybe."	= Contemplation
"Yes. But how?"	= Preparation
"I'm ready. Let's do it."	= Action
"How do I keep it going?"	= Maintenance
"If I slip, what can I do?"	= Relapse Prevention

Connect ...

Meet the person where he/she is.

Explore Options ...

Exchange ideas about what to do next.

Be Open ...

Ask more open-ended questions:

- How do we move forward together?
- What steps can each of us take?

Recognize Success ...

Acknowledge that change is hard and give credit for small steps.

Manners Matter. Talk with respect. Choose your words and tone of voice carefully.