

Health Coaching in Primary Care Training

WEEK 4 - CONFIDENCE

SHARON CURTAIN & SHIVAUN CONN

ACCREDITEDHEALTHCOACHING.COM.AU

Check in



WWW.ACCREDITEDHEALTHCOACHING.COM.AU

Coaching in Practice- Increasing Confidence

1. Assess confidence
 2. Ask rating questions - what is helping them feel confident and what is holding them back
 3. Explore internal/external influences on behaviour/s, and support client to create plan to deal with barriers to change and to enhance/strengthen facilitators for change
- Throughout - foster a mindset for change

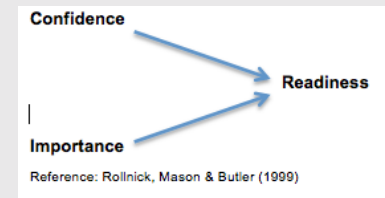


ACCREDITEDHEALTHCOACHING.COM.AU

Motivation requires both importance & confidence

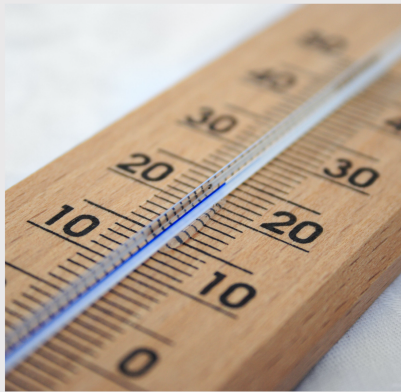
Confidence = Knowing
How & Believing I Can

Self efficacy = I can do it!



WWW.ACCREDITEDHEALTHCOACHING.COM.AU

Assess Confidence



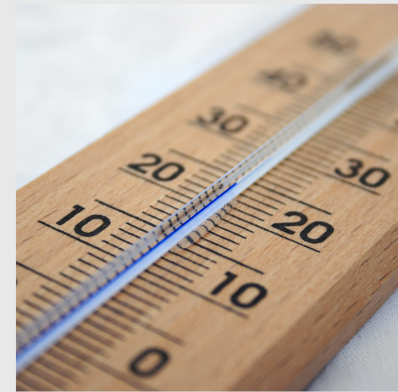
“How would you rate your confidence at being able to change this behaviour, starting from today – low, medium or high?”

“If you decided right now to change, how confident do you feel about succeeding with this?”

Where 0 = not confident & 10 = very confident

WWW.ACCREDITEDHEALTHCOACHING.COM.AU

Explore Confidence using rating questions



“Why that number and not a lower number? (E.g why a 3 and not a 1?)”

The client will describe their capabilities for change. This provides information about what they already do or what they feel they can do.

“Why that number and not a higher number? (E.g why a 3 and not a 5?)”

The client will describe what is holding them back from change.

WWW.ACCREDITEDHEALTHCOACHING.COM.AU

Influences that Impact Confidence

External influences:

- Physical environment
- Social environment - impact of family, friends, colleagues, acquaintances, meeting places, work culture, family culture
- Financial environment

Internal influences:

1. Skills – ie. physical, communication?
2. Knowledge
3. Mindset – thoughts, beliefs, preferences
 - Beliefs: ability, strengths, previous experiences, what have been told
 - Thoughts: evidence for unhelpful thoughts? Reframe thoughts. Create and enhance helpful thoughts
4. Planning – steps to achieve goals, what if plans, plans for triggers

Barriers -
make change
difficult

Facilitators-
make change
easier

ACCREDITEDHEALTHCOACHING.COM.AU

External
environment
influences:
Physical
Social
Financial



WWW.ACCREDITEDHEALTHCOACHING.COM.AU

Physical Environment

- Access and availability
- Visibility /Visual cues
- Convenience
- Situational Cues



Physical Environment

Audit and plan:

How could clients change their physical environment to make it easier to change?

What triggers they could remove?

What could they put in place to make success more likely?



Social Environment

Cheerleaders: Who will be supporters/facilitators of the new behaviour?

Saboteurs: Who will enable the unhealthy behaviours?

Which social situations are triggers? How will they deal with these?



Financial Environment

Barrier:

Belief that nutritious food and gyms is expensive.

Facilitator:

Options for affordable healthy eating, free or low cost community initiatives e.g walking groups, community gardens.

Example strategy:

Audit current spending- how much could they save by not buying lunch/coffee/alcohol



Internal influences: Skills Knowledge Mindset



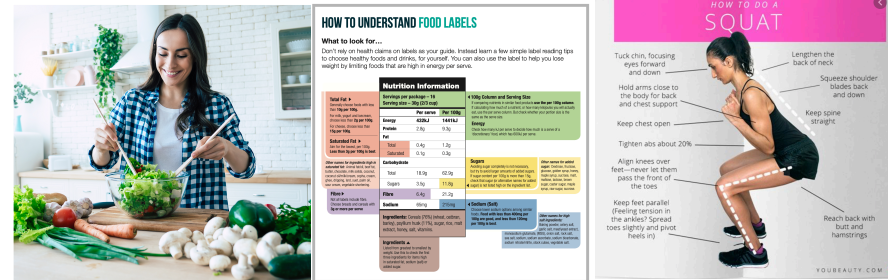
WWW.ACCREDITEDHEALTHCOACHING.COM.AU

Knowledge and skills

Support your client to evaluate any gaps in their skills or knowledge

- cooking skills, knowledge of what is healthy
- tech skills - apps, equipment
- exercise technique

Create a plan to fill identified gaps - Refer if needed



WWW.ACCREDITEDHEALTHCOACHING.COM.AU

Time

About priorities

Work life balance - demands of family/work

Brainstorm time management and life prioritisation skills

Audit: Ask your client to keep a time diary to find out where they use their time now.

Collaboratively discuss ways to plan in advance if time or organisation is a barrier.



WWW.ACCREDITEDHEALTHCOACHING.COM.AU

Beliefs

Beliefs become 'fact' even though may be unproven or irrational

Identity/ability- I'm not sporty, have no self control

Past experiences

What we are told

Fixed mindset

Labels

"Alcohol won't affect the health of someone like me."
"There's nothing I can do about my anxiety, it's genetic"

WWW.ACCREDITEDHEALTHCOACHING.COM.AU

Thoughts

The way we think about a situation influences our behaviour – thoughts can be helpful or unhelpful

Unhelpful thoughts often happen quickly in response to a trigger event

Unhelpful thinking patterns may have developed over time in response to trigger events



Foster a mindset for success

- Curiosity and self-compassion
- Which thought patterns and beliefs are not realistic or helpful?
- How could you reframe them to be realistic and helpful so they feel good and motivate you to create health changes?
- Consider what triggers lead to the unhelpful thoughts
- Plan a realistic thought that could be substituted for their usual faulty thought when that trigger occurs



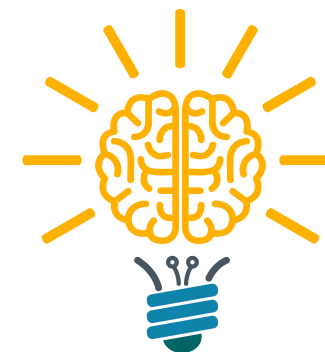
- Identify unhelpful thoughts and beliefs
- Identify triggers
- Question thoughts and beliefs
- Reframe them positively

| Trigger | Thought (negative vs positive) | Feeling/Behaviour |
|---|---|---|
| Eating some sweet biscuits for morning tea | I've eaten something unhealthy I may as well give up eating healthy for the rest of the day. | Continue to choose unhealthy foods for the rest of the day. |
| | I've had my treat for the day and enjoyed it but I want to be healthy so will eat nutritious foods for the rest of the day. | Choose healthy foods for the rest of the day. |
| A social event where everyone is eating unhealthy foods | It's not fair that everyone else can eat unhealthy food, it's so hard and boring trying to be healthy. | Eat lots of unhealthy food and then feel guilty. |
| | It's hard choosing healthy foods when there are lots of unhealthy foods around but it is worth it to stay healthy and achieve my health and wellness vision. | Select the healthiest foods on offer then move away from the food and talk with friends. |
| A family member/partner serves themselves up a big bowl of ice-cream after dinner | It doesn't matter if I join in just this once. | Give in and eat a big bowl of ice-cream, then feel guilty that it has happened again. |
| | It doesn't matter just this once but I know I say this to myself every night and if I keep on saying this I will never be healthy. | Eat a small portion of a healthier dessert and save the ice-cream for once a week. Feel stronger and confident. |
| A stressful day | This day has been too hard to cope with – I deserve a cigarette. | Smoke a whole pack. Feel guilty the next day. |
| | This day has been hard to cope with, I normally go for a cigarette, but know that's not the answer. I will distract myself with a walk and a phone call to a good friend. | Feel relaxed and happy after the walk and humorous conversation. |

Brainstorming - to create a plan for barriers/facilitators

Ask your client:

- What do you need in order to reach this goal?
- How and what will help you to achieve your goal?
- What information do you need to get started?
- What skills do you need to get started?
- Who could support you?
- Is there anything that may get your way?



Brainstorming - to create a plan for barriers/facilitators

Have your client ask themselves:

'What has stopped me from changing this habit in the past?'

'What's stopping you from changing?'

'What might impede my future efforts?'

'How will I manage triggers?'

'Is there anything that may get in my way?'

'How will I get around challenges this week?'



ACCREDITEDHEALTHCOACHING.COM.AU

Evoke strategies – previous experience and strengths

Aim to build on what is already working:

'Tell me about a time when you were exercising regularly'

'What's worked in the past?'

'What is working?'

'What have you already considered or started?'

'What have you tried before that worked?'



ACCREDITEDHEALTHCOACHING.COM.AU

Prepare 'what if' plans

Support clients to develop 'if ... then...' plans

Ask your clients to consider how they'll respond to possible situations, triggers, comments.

Work through how they'll feel and what they're going to say or do.

Prepare a script and practice their response.

Who could they call on in their support network?



ACCREDITEDHEALTHCOACHING.COM.AU

Activity: Assess Confidence & Explore Barriers

- Opened ended question to find out what behaviour 'the client' is considering changing
- Ask scaling question: "How would you rate your confidence at being able to change this behaviour, starting from today/tomorrow morning?" (where 0 = not important and 10 = very important)
- Ask why they chose that number and not a lower number, why that number and not a higher number.
- Support your client to
 - identify barriers and brainstorm all possible solutions and strategies to overcome them
 - identify facilitators for change and how to enhance them
 - foster a positive mindset, ask them about strengths and previous experiences
- Reinforce that small achievable steps add up to big results, small wins build confidence
- Re-ask scaling question about confidence

Timing 10 mins each, 2 mins feedback

What's Next...

Readiness to Change

- Stages of change
- How to assess stages
- Tailor communication and strategies to stage of change



question time!