

Change Talk

Change Talk:

Help Your Clients Talk
Themselves into New
Behaviors

Molly Kellogg, RD, LCSW

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Our Outline

- Understanding the role of change talk
- What is it?
- Searching for change talk
- Supporting positive change by how we respond to change talk

Stages of Change

- Precontemplation
- Contemplation
- Preparation
- Action
- Maintenance

Change Talk

Change Talk

- Desire
- Ability
- Reasons
- Need
- Commitment
- Activation
- Taking Steps

Searching for Change Talk

- Pick out change talk
- Go back and search again
- There is at least one example of each type

Responding to change talk

- **E**laborate with open questions
- **A**ffirm efforts and strengths
- **R**eflect the change talk
- **S**ummarize all the change talk you heard

Change Talk

Elaborate

"In what way?"

"Tell me more"

"How did you do so well?"

"What/who supported you to do that?"

"What do you see doing this week?"

"What is your next step?"

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Affirm

Reflect what patient is already doing
and strengths you hear

"You are already someone who..."

"That took a lot of courage/persistence..."

"You are a person who can make changes."

"Anyone would find that difficult."

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Reflect

- So you want...
- So, you know that you could...
- You really care about...
- You know that this would be good for...
- This week you will...
- You have been doing...

Change Talk

Summarize

You reflect a collection of change talk
that you have heard from the client.

It's not about you.

Motivation is a fire from within.
If someone else tries to light
that fire under you,
chances are it will burn very
briefly.

Stephen R. Covey

Practicing working with change talk



- Listen carefully just for change talk
- Practice asking for elaboration and reflecting
- Include change talk in your summaries
