

Confidence

Working with a client's confidence to make a change

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Our Outline

- The role of *confidence* in change
- How to scale and explore *confidence*
- Planning for change

Readiness for change

Importance

(What will I gain or lose if I change)

Confidence

(How will I do it and can I?)

Confidence

Making the transition

- Once a focus is agreed on...
- Summarize importance
- Scale

Scaling

“How sure are you that you will breastfeed on a scale of 0 to 10, where 0 is you know you won’t and 10 is you know that you will?”

Exploring confidence

- Helps you & client clarify plan
- Obstacles will emerge
- Boosts the client’s confidence

Confidence

Exploring confidence

- How confident are you now that you will make this change? 0 to 10?
- What makes it a ____ instead of a ____ (lower)?
- What would cause your confidence to go up a few points?
- How can I help you succeed?
- Tell me more...
- How would it be if you broke down the change a bit into steps?

Reflect and ask for more

- Explore what is in number
- Reflect and summarize strengths
- Reflect obstacles and ask to brainstorm

SMART Goals

- Specific
- Measurable
- Attainable
- Relevant
- Time bound

Confidence

Consider a smaller step

"I hear you are not sure you can do that. Might there be a smaller step you are ready for?"

"Some people find that it works to break this down into smaller steps. Would you like some suggestions?"

"Some have..." "you might consider..."

Summarize plan and confidence

"so your plan this week is to... and you feel quite confident you can do it because... with the support of..."

Practicing working with confidence



- Look for change plans
- Stop to scale confidence
- Practice following up the number
- Practice including confidence in summaries
