

# VCS Wellness Coaching

Volunteer Training – Week 8

# Consider your clients through this lens:

- Based on what you know of your client, put yourself in their headspace.
  - How would you answer these questions? (answering as your client)
- Based on what you know of your client, put yourself in your coach's headspace.
  - How would you answer these questions? (answering as yourself, the coach)
- Based on the answers you put down, how would you approach your coaching sessions with this client?
- What questions would you ask?
- How might you need to modify your questions?
- What tools would you use?

# How to Coach others to Success – Jack Canfield

▶ <https://youtu.be/qArnG6a-FzY?list=PL8U-uNuoTwBUuiw4To1GfQ-kwG6ClAt8S>



# Jack Canfield's Questions - The Difficult / Troubling Situation Session

- ▶ 1. "What is a difficult or troubling situation in your life?" (Present Discomfort)
- ▶ 2. "How are you creating it or allowing it to happen?" (Taking Responsibility)
- ▶ 3. "What are you pretending not to know/see?" (The coach's belief that the client has the information necessary to change – Elicit/Evoke)
- ▶ 4. "What is the payoff for keeping it like it is?" (Sustain Talk)
- ▶ 5. "What is the cost for NOT changing?" (Change Talk)
- ▶ 6. "What would you rather be experiencing?" (Preferred Alternative Present)
- ▶ 7. "What actions will you take / requests will you make to get it?" (Forming a plan with action steps and packing – resources/supports)
- ▶ 8. "By when will you take that action?" (Deadlines provide structure / set up an accountability plan)

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# Three Questions that will change how you do Everything.

- ▶ <https://youtu.be/43RL-kSEEyQ?list=PL8U-uNuoTwBUuiw4To1GfQ-kwG6ClAt8S>



# Tony Robbins' Questions – 3 Questions that will change everything

## 1. “What are you going to focus on?”

- ▶ Focus = Feeling
- ▶ Whatever you focus on becomes true for you.
- ▶ Most of what your brain does is: **Distort, Delete, Generalize** – It makes life simple.
- ▶ **Three Patterns of Focus: Which of each pattern is most dominant for you?**
- ▶ Do you focus on **what you have** or **what is missing**?
- ▶ Do you focus on **what you can control** or **what you can't control**?
- ▶ Do you focus on **the past, the present, or the future**?

# 3 Questions that will change everything, continued...

## 2. "What does this mean?"

- ▶ The minute you focus on something you have to give it a meaning.
- ▶ Is this the end or the beginning?
- ▶ Is God Punishing you, Challenging you, or is this a Gift?
- ▶ Based on the meaning you make; you will have specific emotions.

## 3. "What am I going to do about it?"

- ▶ Based on the emotions you have created; you will be inspired to take different actions.



# Let's talk about your Coaching questions:

- ▶ What do you want to discuss about how to help yourself, a friend, loved one, or client – using your counseling and coaching skills.
- ▶ What follows this slide are the most important slides from lessons 3 – 7, to refresh memories about what you now know and can use.

Use mindfulness to keep client focused on now



Teach mindfulness for the same reason

Non-judgmentally staying grounded in your present  
body/environment/conversation...



Mind Full, or Mindful?



# Box breathing



4



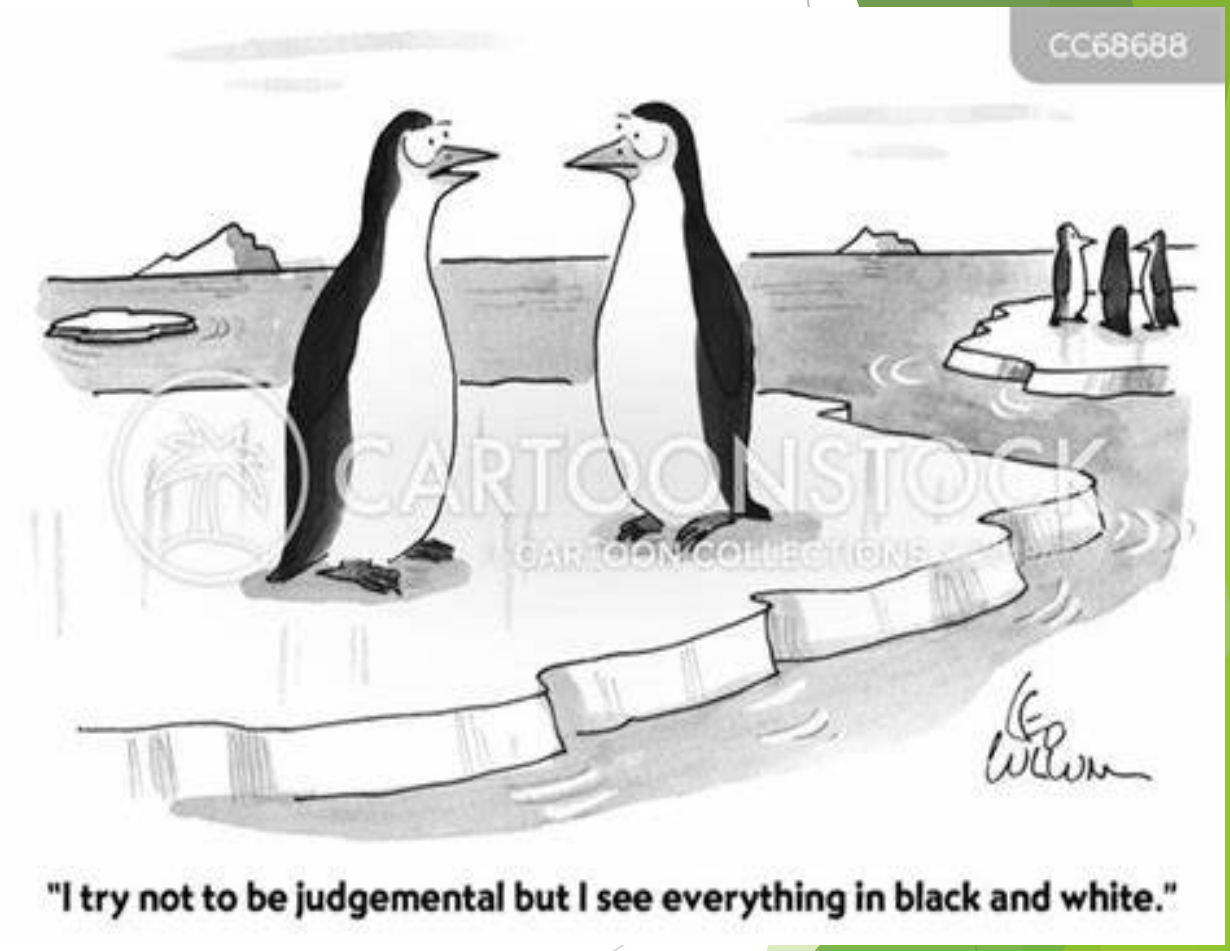
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# Non-Judgmental Awareness

## Curiosity





## Focusing: (Spotlighting)

Showing up in the conversation in a way that shines a spotlight on one area of your work with the client

Where are you now?

How did you get here?



# Consider The power of the mind to create your life





# When emotions get involved – they inspire action...

- ▶ Your mind **did not** evolve to make you happy. **It evolved to keep you safe/alive.** Your mind is constantly scanning your environment for threats – and producing ways to help you avoid them. It is always asking, “What is going on?” or “What is this?” – and then “What does that mean for me?” “Am I safe? Can I handle this and be okay?”
- ▶ As a **meaning making machine**, your mind is Constantly **judging** - everything. Judging is largely automatic. Within a fraction of a second, we form an opinion about someone we just met.
- ▶ Our minds can **perceive a new stimulus**, **compare this information** to any similar information stored in memory, **consider this information's relevance to us in the moment**, **assess our capacity** to deal with the stimulus – **form a judgment**, and **decide on a course of action/response** – instantly and mostly without us noticing.
- ▶ When a judgment/thought is important (Connected to a belief; Safety-based) **the mind enlists Emotions** – to help inspire us to action.

# Meaning making and making a life

✓ **Belief / Identity**



✓ **Thoughts**



✓ **Emotions**



✓ **Behaviors**



✓ **Outcome / Results**



# Meaning making and making a life

✓ **Belief / Identity**



✓ **Thoughts**



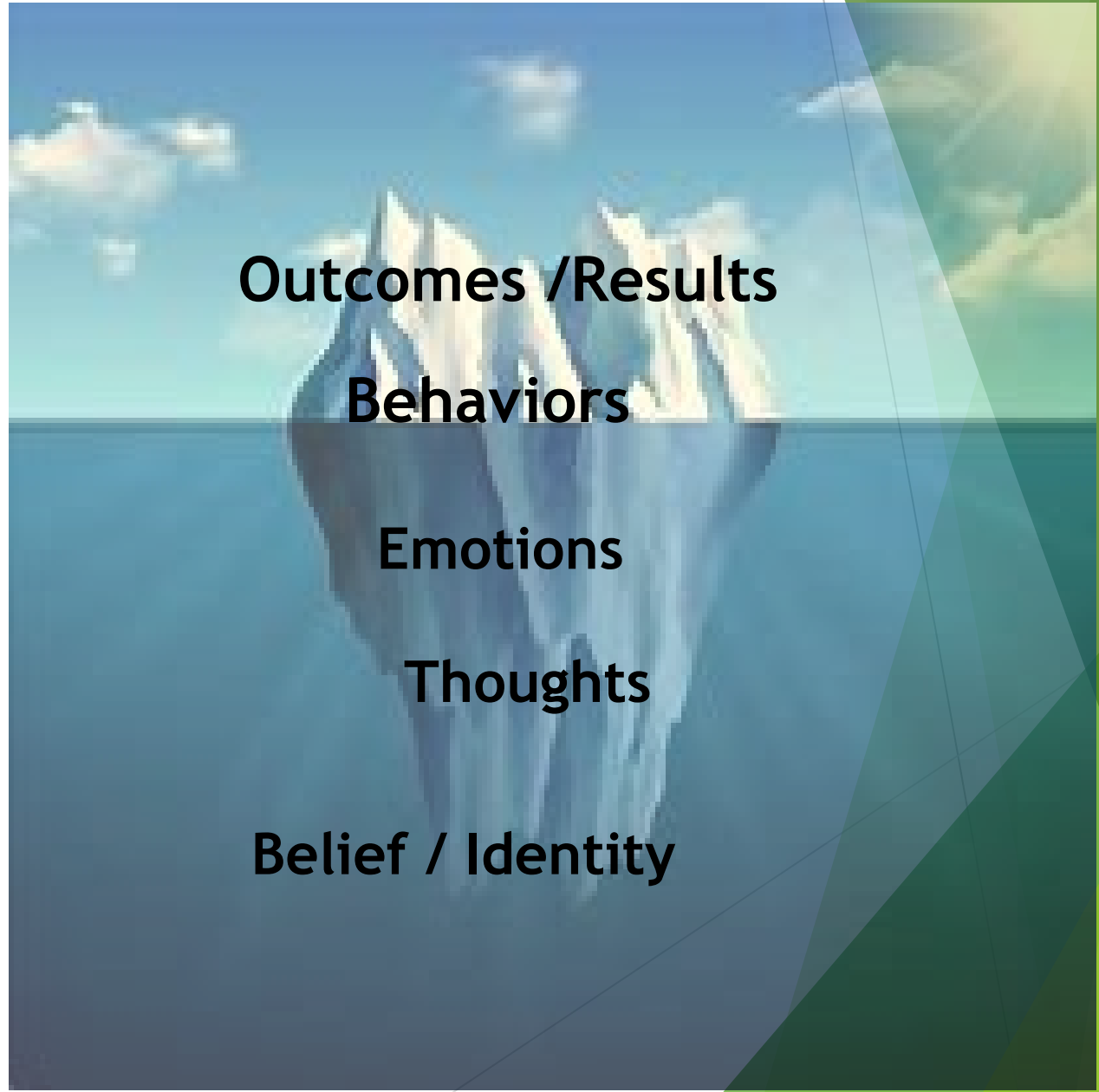
✓ **Emotions**



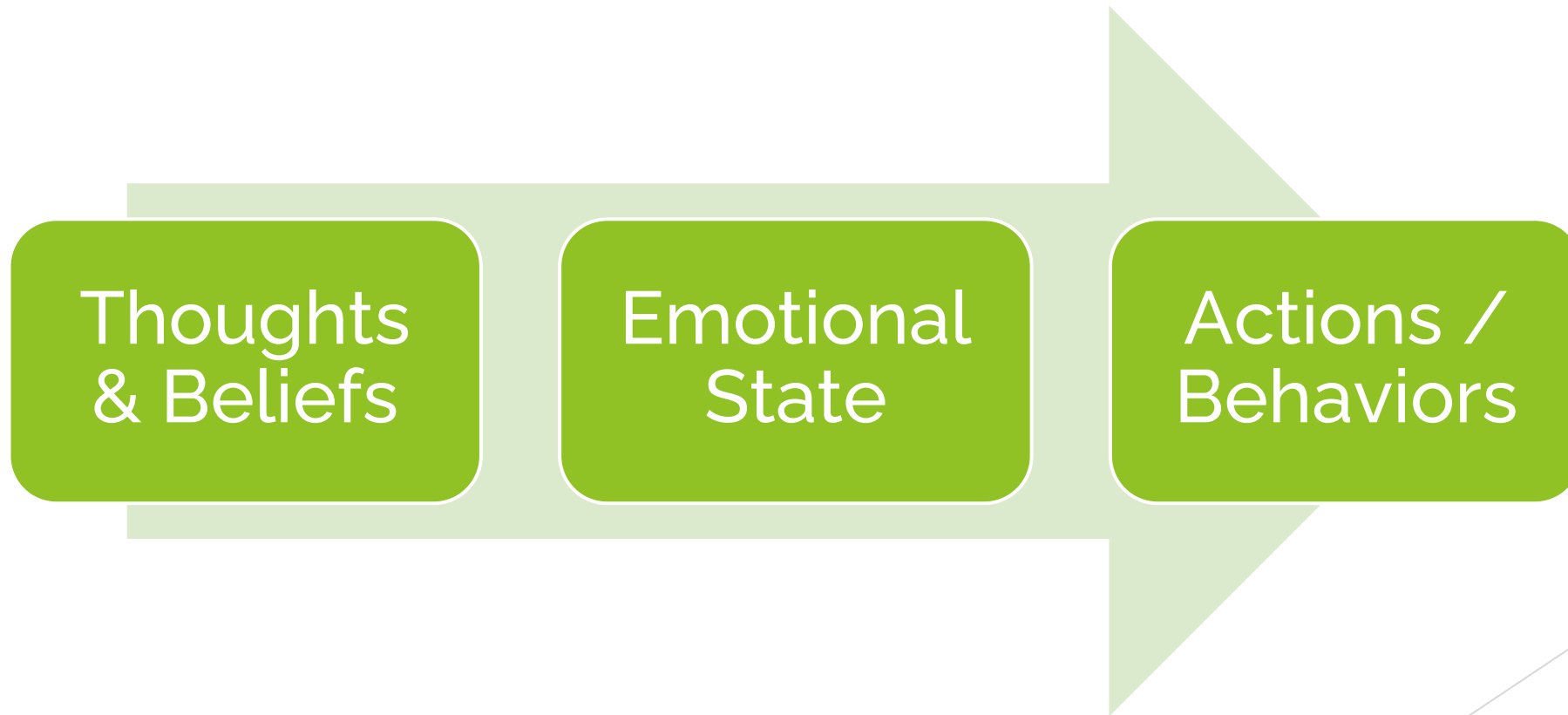
✓ **Behaviors**



✓ **Outcome / Results**



# What Comes First?



# Beliefs & Thoughts

- ▶ **Identity:** We can broadly define identity as a person's sense of self, established by their unique characteristics, beliefs, affiliations, personality traits, appearance, and social roles. Moreover, identity has continuity. One feels themselves to be the same person over time despite the many changes in their roles, circumstances, age, and appearance.
- ▶ **Beliefs:** Are thoughts that you accept as real or make true. People place trust, faith and confidence in their beliefs, which is why they so often feel compelled to defend them.
- ▶ **Thoughts:** Are ideas or opinions produced by thinking or occurring suddenly in the mind (as any number of things can trigger them suddenly).
- ▶ You may have thousands of thoughts going through your mind, but none have any power over you except those that are also beliefs for you.

# Emotions Point to Your Thoughts

- ▶ **Anger** – is a protective emotion. It tells you when you have decided that one of your boundaries (physical social, emotional, or spiritual) is being crossed. Anger demands that you defend yourself. However, it also often functions to protect a fragile ego, which may involve guilt, shame, and anxiety. A technique to reduce anger is to render it unnecessary by enhancing self-worth by reinforcing personal values. (If your ego is less easily bruised, there is less to be angry about.)
- ▶ **Sadness** – rejection or loss hurts. The purpose of sadness is to let us know that we have experienced a loss. It tell us we need to grieve and to seek out those who love and support us. It reminds us of what matters. It is also *prosocial*. This means it inspires others to comfort and support us. (thanks to empathy kicking in when they see our sadness.)
- ▶ **Fear** – you sense a clear and present threat to your physical or psychological safety. The threat is CLOSE. Fear lets you know you are in danger so you can avoid it.
- ▶ **Anxiety** – Points to your recognition of a future / possible threat.
- ▶ **Disgust** – you sense something toxic (whether it's something you might ingest physically or socially). Disgust tells you to avoid it. It keeps you from being poisoned – literally or emotionally/socially.



# Frustration

- ▶ When you feel frustrated, you are recognizing that **something you are doing is not working**.
- ▶ Frustration **asks you to find another way**.
- ▶ **Because your focus is narrowed**, you might even think that what you are doing is the only way to handle the problem.
- ▶ **Try using this construction** with yourself or when you are coaching - to widen your focus and reframe an unsolvable problem to one with the possibility of resolution:  
**The real problem is NOT \_\_\_\_\_.** **The real problem IS \_\_\_\_\_.**



# Understanding Emotions Better

- ▶ Anger, Sadness, Grief, Frustration, Anxiety, Stress, Boredom, Fear and Pain – are all generally considered “negative” emotions. To be more accurate: We will be calling them “difficult” or “uncomfortable” emotions. They are hard/uncomfortable to feel. We dislike feeling these emotions and often do whatever we can to deny/ignore/avoid/distract from them when they arise.
- ▶ **Acute Emotional States** – are those that will eventually resolve and are often situational.
- ▶ **Chronic Emotional States** – are more serious and formed over a period of time. Coaches can work with people in chronic emotional states, but it is best if these clients are also working with licensed mental health professionals.



# Emotions Affect Your Health

The mind/body connection is real. Ignore it at your own risk.

The following can be physical signs that your emotional health is out of balance:

- ❑ Back/chest pain, General Aches & Pains, Headaches
- ❑ Changes in sleep, appetite, or weight (more or less)
- ❑ Gastrointestinal difficulties (diarrhea, constipation, stomach upset)
- ❑ Sweating, Lightheadedness, Palpitations, Dry mouth
- ❑ Stiff Neck
- ❑ Fatigue
- ❑ Lowered Immune Response – you are more likely to get colds/infections
- ❑ High Blood Pressure, Shortness of Breath
- ❑ Sexual Problems

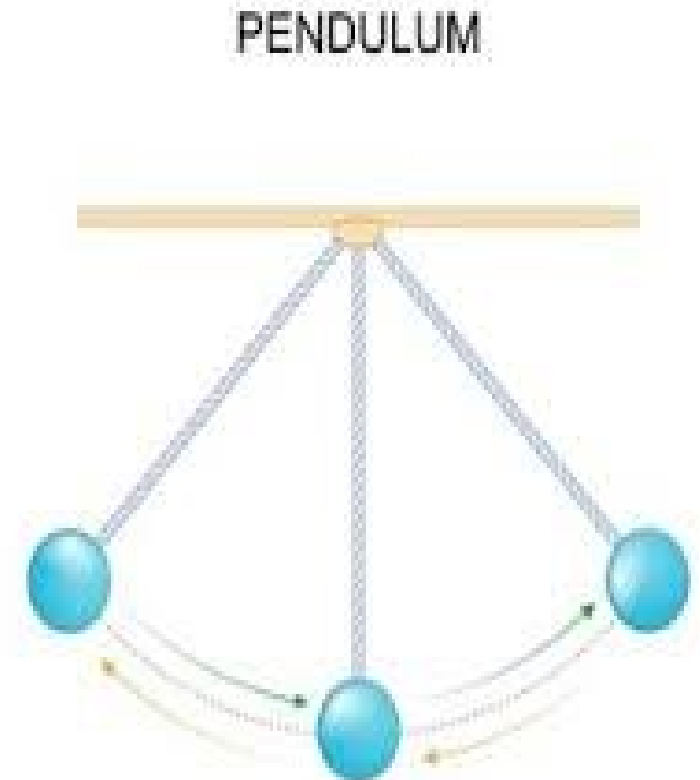
# High Performance Emotions

- ▶ All emotions are valid and helpful (they provide you with important information)
- ▶ Some emotions help you perform better at work/school. Ex: Enthusiasm, Confidence, Optimism/Hope, Excitement..
- ▶ **High performance emotions** Increase arousal levels (energy) while still maintaining wide and open focus (your mind's ability to see options/resources/answers in the situation/environment).
- ▶ **Narrow focus** sees only the threat/problem. (scary doggie!)
- ▶ **Wide focus** notices the possible solutions (He's on a leash).



# Swing Emotions

- ▶ Anger, Frustration and Anxiety – High levels of arousal coupled with narrowed focus (limiting the opportunities/possibilities available to us)
- ▶ They can be extremely useful in a situation or can make a bad situation so much worse. The swing element comes from how you chose to make use of them.
- ▶ They tell us that something in our environment is not right. The wrongness can reside in the situation itself or how you think of it.
- ▶ The key to making swing emotions work in your favor is to:
  - Identify the feeling
  - Try to lower your arousal levels
  - Try to widen your focus
  - Mindfulness is important to this process.



# Blue Emotions

- ▶ These are marked by low arousal levels and narrowed focus.
- ▶ Dejection, Disappointment, Deep Sadness.

## DEPRESSION

### DEFINITION, SIGNS AND SYMPTOMS

- **Definition:** persistently lowered mood or loss of interest in activities
- **Types:** several, including seasonal affective & major depressive disorders
- **Signs & Symptoms**
  - Behavioral: poor attention, low motivation, low productivity
  - Emotional: lack of interest, poor mood, guilt, low self-worth, thoughts of self-harm/suicide
  - Physical: disrupted sleep, dysregulated eating, low energy, aches & pains

# Distorted Thinking Styles

- ▶ **Both Blue Emotions and Swing Emotions** have Distorted Thinking Styles in common.
  - Stinkin' Thinkin', - I can't, I am not good enough, etc.
  - Shoulding all over the place – People should do \_\_\_
  - Musterbating... - I MUST do this/that, etc.
- ▶ When you become mindful of these distorted thinking styles, you can widen your focus.
- ▶ Calmness and Mindfulness are examples of Low Arousal states with a wide open focus – which are helpful for analysis and reflection.

# Coaching Emotional Blocks

1. **Identify the emotion** – develop your emotional intelligence. Learn to recognize and label them.
2. **Be aware of the emotion without judgment.** Notice where in your body you feel it and how it feels.
  - ▶ **Judgment colors reality** (filter/glasses – we see the world through our filters. Judgments come from our beliefs.
  - ▶ **Judgments can be faced inwards, towards our own feelings and thoughts.** (a downward spiral can result – increasing the chance of feeling difficult emotions) “I should not feel \_\_\_\_\_. I don’t want to feel \_\_\_\_\_”
  - ▶ **Judgments can be faced outwards, towards others.** These judgments can affect how we interpret the person’s behavior and treat them.
  - ▶ **Judgments say more about the judge than the person being judged.**
  - ▶ **Judgments Limit reality** (highlights one side “good/bad”, “right/wrong”).
  - ▶ **Judgments create conflict.** (between how things are and how they should be)

# Coaching Emotional Blocks

3. **Accept the emotion.** Acceptance can be a powerful way to deal with internal obstacles, like difficult emotions.

- ▶ Actively trying to diminish or control an experience requires energy. Trying not to experience an emotion by suppressing it results in energy loss.
- ▶ Have you ever tried all day to suppress a strong emotion so that you could perform at work/school, etc.? Did you notice how drained you felt at the end of the day?
- ▶ As long as we resist a certain feeling, it will continue to exist. By struggling and fighting, the conflict is preserved. What you resist persists.

# Coaching Emotional Blocks

4. **Have Self-Compassion.** Treat yourself with kindness and gentleness, and acceptance.

- ▶ Self-Compassion is intuitive and natural – for physical injuries. Somehow, when we are emotionally/mentally struggling, we also struggle to show self-compassion. The internal critic is anything but compassionate.

5. **Extract the Need from the Emotion.** Emotions are natural states that communicate information to oneself. Emotions provide feedback as to whether personal needs are being met. A need is necessary to live a healthy and happy life.

Difficult emotions tell us that our needs are not being met.

Pleasant emotions signal that needs are met and an activity should be continued.



# Coaching Emotional Blocks

6. **Uncover the thought & belief.** Emotions go along with particular thoughts. Ex: feeling sad may go with thinking “My future is hopeless”.

- ▶ We can get caught in a negative cycle of feeling and thinking. Imagine you fail a test (situation). You may feel frustrated or sad (emotions). The best thing to do is ask: what do my frustration and sadness tell me about this?
- ▶ Instead, you often start judgmental thinking.
- ▶ The judgments may be about your feelings; “I don’t want to feel this way. This is not helping. I have to stop feeling this way!”
- ▶ The thoughts may be about the situation: “Why me?! I studied so hard! This is proof that I am not good enough.”
- ▶ These thoughts can cause further feelings, which cause further thoughts. We are trapped in a cycle.

# Coaching Emotional Blocks

7. **Mindfulness – is attention.** Mindfulness is attention paid, on purpose, non-judgmentally, to the present moment and all relevant information/sensations. This attention can be focused inward or outward.

- ▶ Through mindful attention and acceptance, we allow every feeling, sensation, thought, or emotion to be there. They are there anyway.
- ▶ Mindfulness fosters willingness to allow, acknowledge and accept our internal states.



# Balance

The desire for balance is one of our factory settings, like our preference for safety and routine



Finding out what is missing in these areas can point us to possible goals for the client to pursue.



When the client knows that something is wrong, but not what:

Explore their  
Values

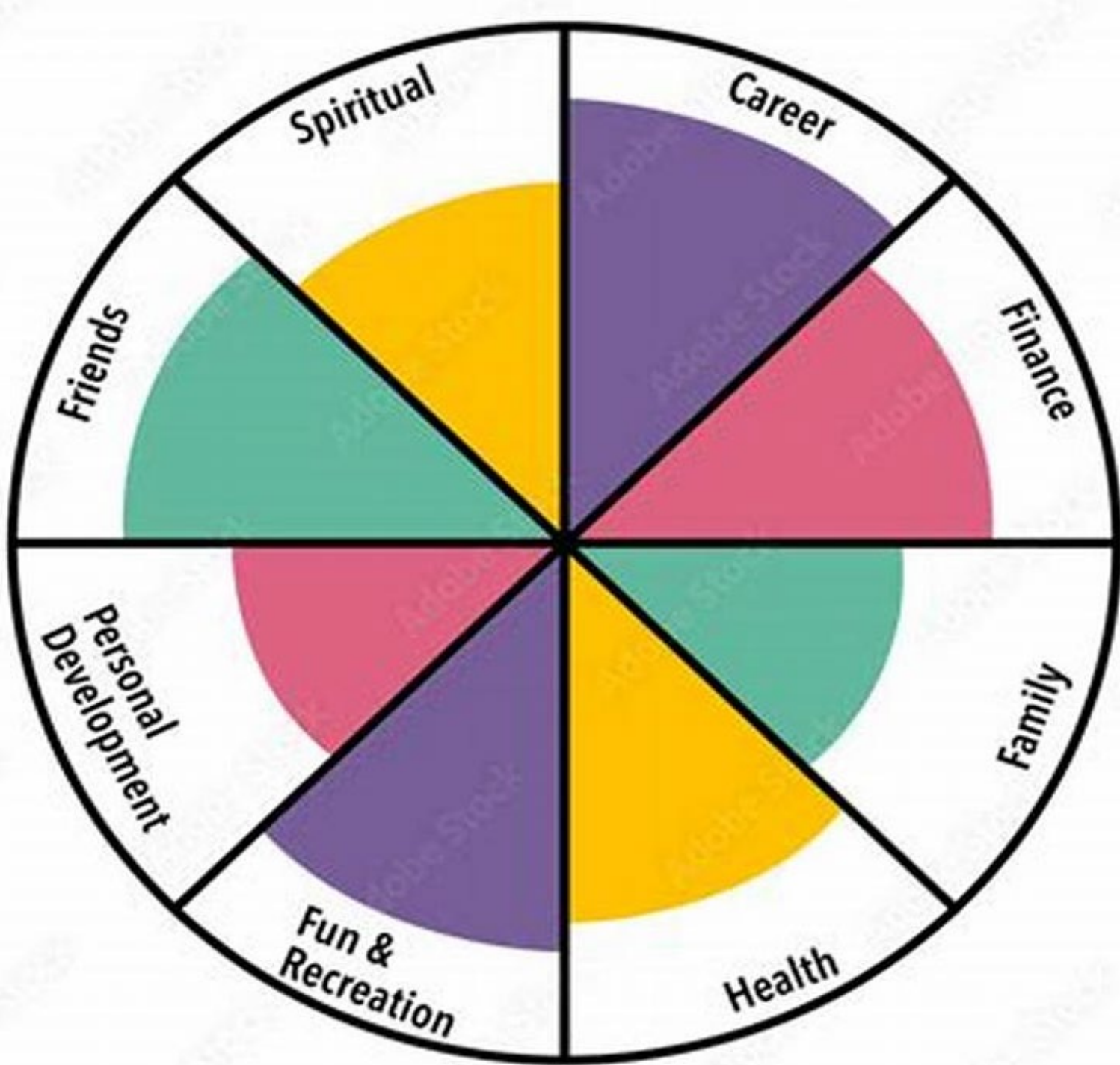


# Cognitive Dissonance

Psychological state of discomfort that occurs when someone holds conflicting beliefs, values, or attitudes



People experience cognitive dissonance when their actions are not in line with their values or beliefs.



**Wheel of  
life**



# 7 Layers deep

Discovering the  
Ultimate Why

## Level 1

What is important to you about becoming successful?

## Level 2

Why is it important for you to

## Level 3

Why is it important for you to

## Level 4

Why is it important for you to

## Level 5

Why is it important for you to

## Level 6

Why is it important for you to

## Level 7

Why is it important for you to



Sometimes the word Why could sound...

Judgmental



Or like looking for excuses

Instead of why, We could use:

✓ What

✓ How



# VCS-Inc. Wellness Coaching Volunteer Training

## Lesson 4

### Planning Part 1: Where do you want to go?

If you want to go fast,  
**GO ALONE.**

If you want to go far,  
**GO TOGETHER.**

AFRICAN PROVERB





Vision Board



Illustrated Discovery Journal

# De Shazer's Miracle

Suppose that one night, while you are asleep, there is a miracle and the problem that brought you here is solved. However, because you are asleep you don't know that the miracle has already happened. When you wake up in the morning, what will be different that will tell you that the miracle has taken place? What else?

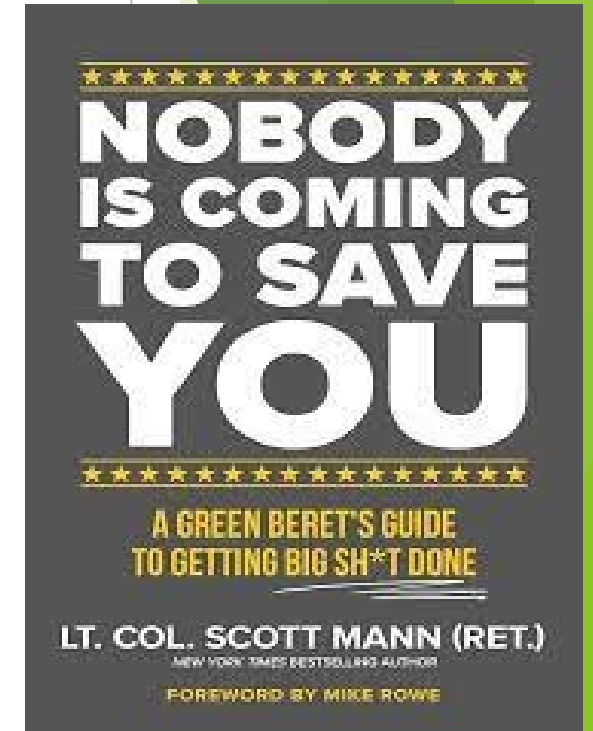
(1988)

Steve De Shazer & Insoo Kim Berg -  
Brief Solution Focused Therapy 1970s & 80s

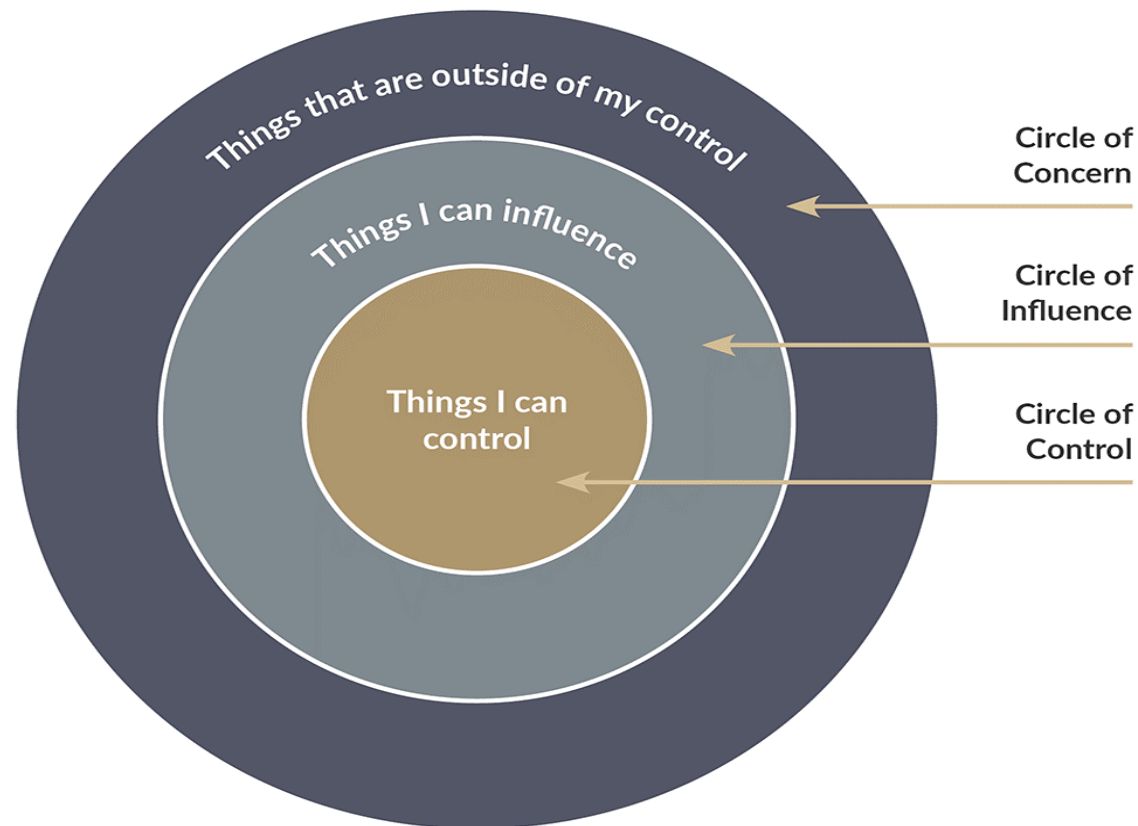
# The FIRST step on the Road to Change: Accept Responsibility

Try one of these analogies or another that you prefer – to have an open discussion on this topic:

- ▶ Ten two-letter words to live by: *If It Is To Be, It Is Up to Me.*
- ▶ Your problem is not the problem, your reaction is the problem.
- ▶ You cannot talk your way out of problems you behaved yourself into.
- ▶ Pain is inevitable. Suffering is optional.
- ▶ I have some good news and some bad news... *It's the same news.* Whether it is good or bad, empowering or terrifying, really depends on how you feel about knowing that *you are in control of your actions and responsible for their consequences.*
- ▶ “No one is coming to save you” – awesome/scary quote – well understood by the Green Berets (US Army Special Forces)
- ▶ Don't look back. You're not going that way.
- ▶ What you resist persists.
- ▶ The obstacle is the way.



- ▶ This is a big, sometimes scary truth to accept. It is also one that people often resist, thinking it isn't unfair to be responsible for fixing things that you may not have broken on your own – or at all. *The natural tendency is to place blame, elsewhere, for what is wrong and wish/want/insist that someone else fix the problem, since they caused it.*
- ▶ *While it may be perfectly true that the origin of your present problem was not of your creation, it is also true that you are responsible to move in the direction of your goals, regardless of how you got separated from them to begin with.*



# Discover your client's STRENGTHS

- ▶ Part 1 of planning is to **get a clear vision of the goal**. This also requires getting a clear picture of your client's strengths.
- ▶ You cannot build your castle on quick sand. **Coaches help clients to lean on their strengths to help overcome their obstacles**.
- ▶ **Strengths also push us in the direction of our passions**. We enjoy doing things that we are good at – doing things that fully engage our senses and seem effortless puts us into a flow state – where we are fully immersed in the moment.
- ▶ Strengths can be innate, acquired, improved, abused, and lost/forgotten. Strengths can be within us or outside of us.







## Always acknowledge problems and painful experiences

Clients may need to express what is troubling them. Do not let this inhibit you from finding his/her strengths. By confirming your client's difficulties, you increase the chances that he/she will be willing to discuss strengths later. Assessing strengths too early may result in the client feeling rejected.



## Overcome the client's reluctance to talk about strengths

Many clients have learned to be humble and modest and feel uncomfortable when the practitioner addresses their positive qualities. It is necessary to overcome this reluctance. Help the client to see that this is not bragging. All human beings possess strengths. To the response: 'I don't have any strengths.' you might try asking "What if you did?"



## Be aware of verbal cues that your client is discussing strengths

Listen to how the client is talking. Is his/her voice more assertive/strong? Does he/she have improved vocabulary? Does he/she use strengths word more frequently? Rate of speech may change, signifying different strengths.

Appearance	Paralinguistics	Body Movement	Gestures	Posture	Facial Expression
Physical Outlook- Dress, Hairstyle 	Inflection, Tone, Volume, Accent 	Lean Towards & Lean Away 	Hand, Arms & Finger 	Position- Height, Tallness 	Happiness, Anger, Fear 



7	8	9	10	Kinesics	11	12
Eye Contact	Haptics	Proxemics	Chronemics	Artifacts	Environment	
Oculesics: Tears, Eyebrow,	Touching: Holding Hugging,	Interpersonal Space	Time and Cultural Context	Adornment - Jewelry, Tattoos, &	Location- House, Office,	

## Be aware of non-verbal cues

Be on the look out for non-verbal expressions of strengths. Straightened posture, increased smiles/laughter, better eye contact, and expressed joy, hope and excitement. Be aware that not everyone expresses themselves the same.

## Remember the most important signs of strengths use.

The client may feel like time flies when conducting an activity.

The client quickly learns something new and has an attuned interest in learning about his/her strengths.

The client wants to use strengths, especially after not being able to use them for a while.

Even when not feeling well (stressed, tired, disengaged), the client is drawn to activities that use strengths.



## Linking strengths and goals

In the last session, your client generated several goals. Discuss with client:

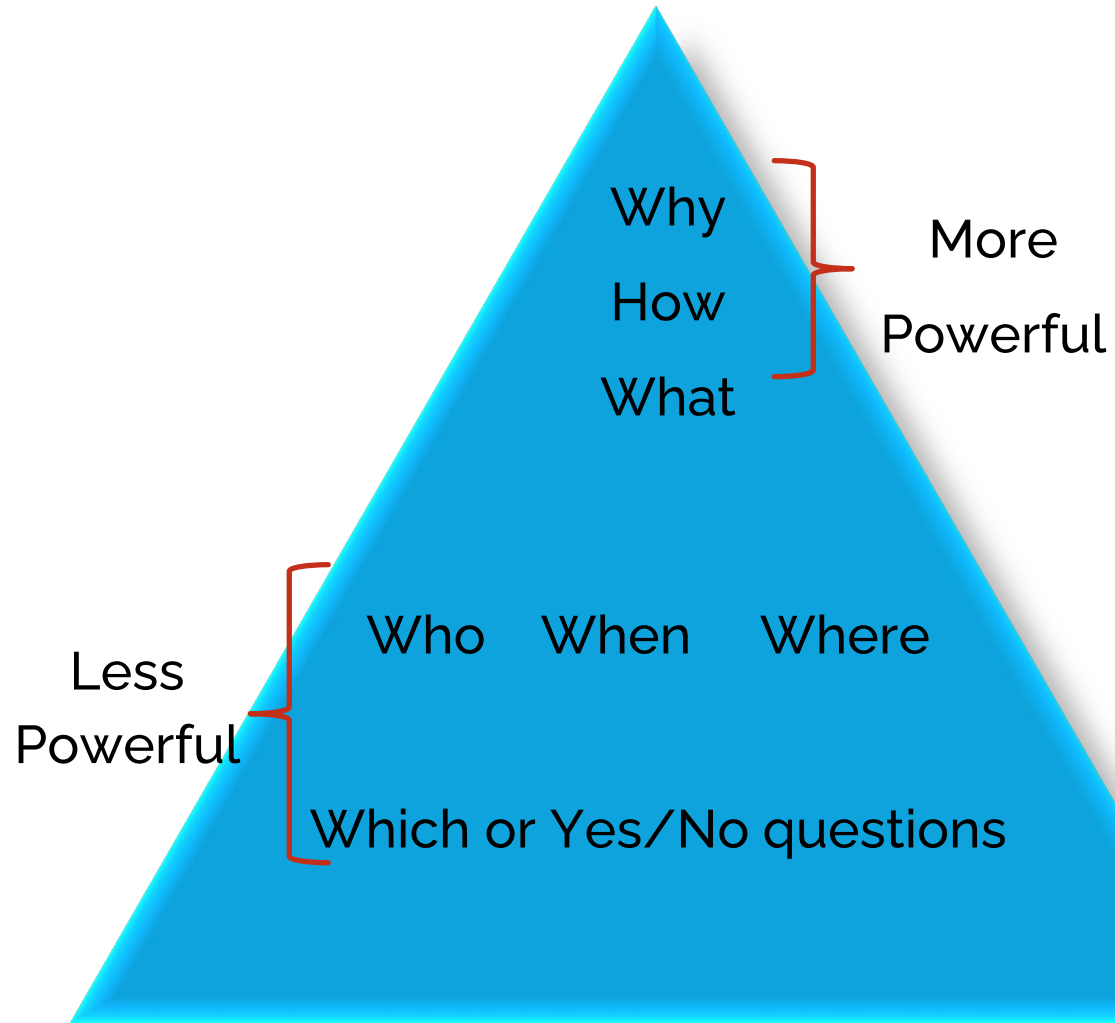
- Are there strengths that you are currently underusing? (not using enough)
- Would you like to use these strengths more? If so what could you do to use these strengths more?
- And how would that help you achieve this goal?
- Are there strengths that you could use to overcome potential obstacles?
- How can they be used?
- Remember that strengths can be outside of the client also: community/friends/family...

# Powerful Questions

- ❑ We started with building rapport and getting a history
- ❑ We continued by Discovering what the client wants to work on / improve – Present Discomfort
- ❑ We discussed how change that is made at the level of behavior, emotion or thought cannot be expected to last – while change made at the level of belief/identity can be expected to last.
- ❑ We discussed how to find and prioritize goals as well as how to explore values
- ❑ At this time, we are working to begin building a plan for moving forward on the change journey .
- ❑ To move forward with planning requires creating a clear vision, exploring the stage of change where the client is NOW, assessing and building strengths. Powerful Questions help Elicit (Evoke) this information from the client.
- ❑ The coach does not provide the answers any more than a midwife provides the baby. We ELICIT / EVOKE – we bring out what was already inside the client.

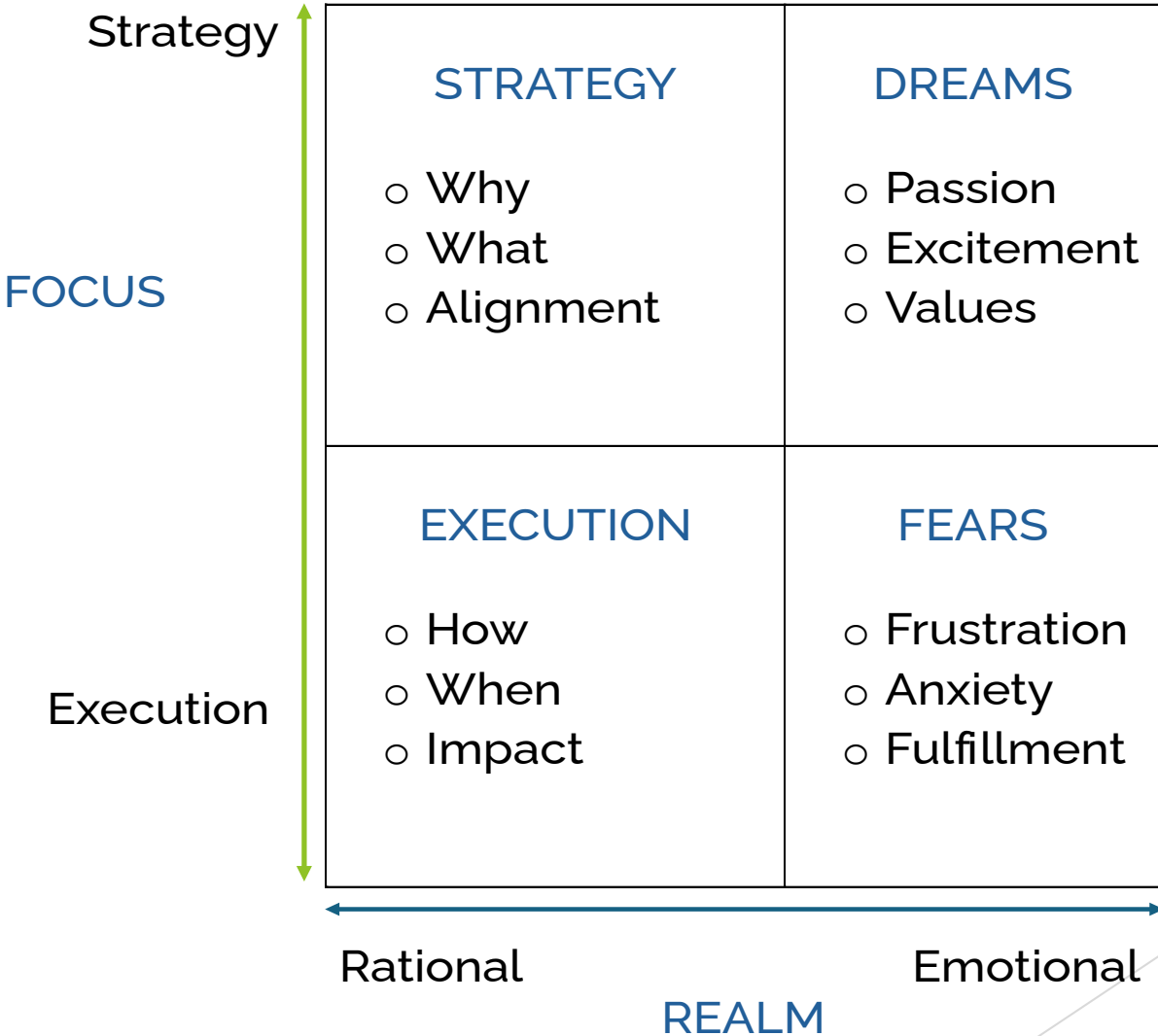
# POWERFUL QUESTIONS

Catalyze insight, innovation & action





# POWERFUL QUESTIONS MATRIX

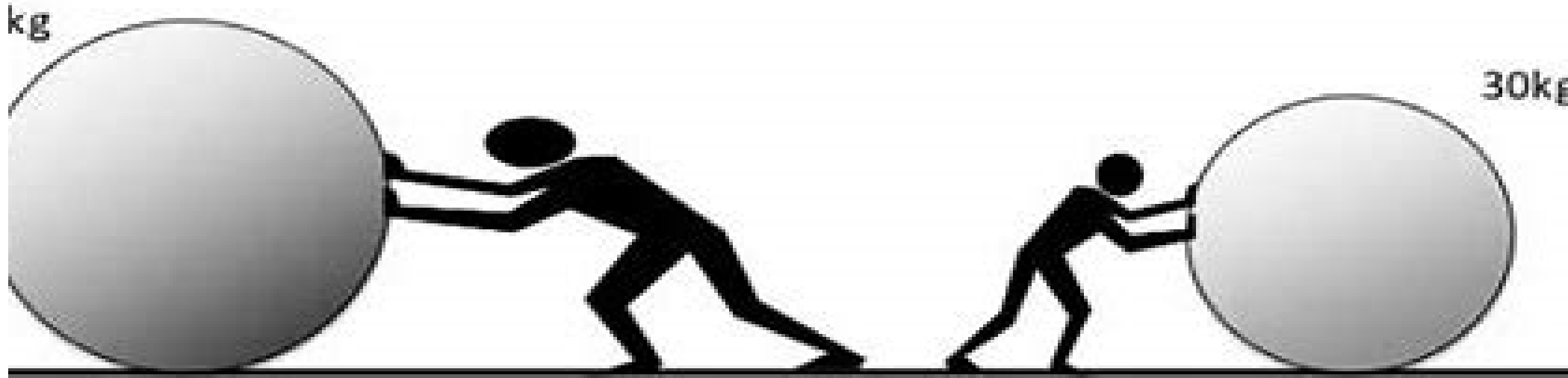




## Breaking through inertia

In physics, “inertia” refers to the tendency of an object to resist any change in its state of motion, meaning that an object at rest wants to stay at rest and an object in motion wants to continue moving in a straight line at a constant speed, unless acted upon by an outside force.

Objects with a greater mass have more inertia.  
It takes more force to change their motion.



The bigger the change...the more effort required  
to get started.

We understand this when we are moving objects in the environment, so we don't take the extra work required personally. We dig deeper or ask for help. Somehow, when the change is personal, we forget this law, judge ourselves and give up. Coaches can help clients by reminding them that this is a universal law – even people are subject to it.



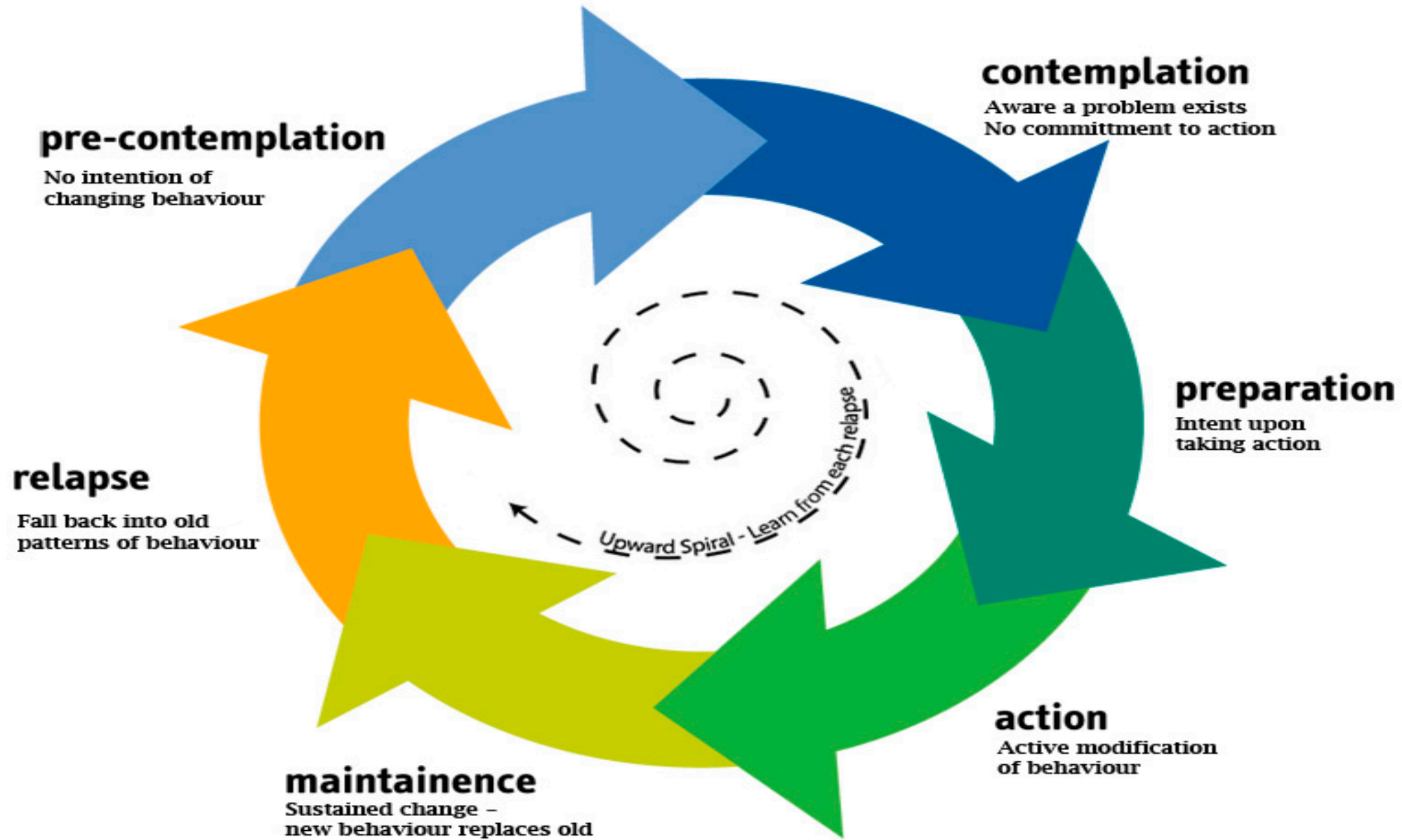
## A visioning exercise can help clients remember

The difficulty of getting going, the joy of the breeze, and the fear/danger of stopping..

But sooner or later... you did get it going, and you were able to make it stop.

# Change is HARD... and Possible

- ▶ One reason people resist change is because they focus on what they have to give up instead of what they have to gain. – Rick Godwin
- ▶ Always do your best. – Don Miguel Ruiz
- ▶ You have to be able to stand what you see – Clarissa Pinkola Estes
- ▶ You never forget how to ride a bike. - Dad
- ▶ You can't unlearn a habit, you can only interrupt the cycle and stop repeating it. – KLM
- ▶ Stop focusing on the outcome (getting) and fall in love with the process (Being)
- ▶ We are what we repeatedly do. Excellence, then, is not an act, but a habit. – Will Durant
- ▶ You were designed to grow, change, adapt, and overcome. You have been doing that since you were born. Death is the word for when that stops. - KLM
- ▶ Fear tells you that: you have sensed danger, and what you are facing matters to you. If you didn't fear it, you would not perceive danger or connection to the stimulus. You would feel indifference. Therefore, don't be bothered by the fear, get energized to deal safely with this thing that clearly matters to you. - KLM



**Transtheoretical Model of Change**  
Prochaska & DiClemente

# The Stages of Change

Knowing where your client is on the stages of change can help you tailor your coaching efforts to avoid frustrating either or you.

A client in pre-contemplation may need to work on the goal of exploring why they are in coaching if they don't want to take action. Are they there for someone else? Are they there because they are in pain and yet still placing blame instead of taking responsibility? Is it realistic to expect that they can remove the pain without removing the problem? Is it realistic to expect coaching to result in changing someone ELSE? First goals can be to explore what they really want from this relationship or else how to express that this is not what they want (to someone else, perhaps).

A client in Contemplation may work on goals like exploring pros/cons, moving from sustain talk to change talk.

A client in Preparation may work on goals like building their supports and resources, increasing awareness/use of their strengths, building routines/systems.

# The processes of change

## *The work a person does to progress through the stages of change*

- ▶ **Commitments** – making a commitment to change is a public statement of your willingness to choose a different behavior. Claiming your goal publicly is an important step in the process. It removes the safety net of secrecy.
- ▶ **Counter-Conditioning** – Switching out unhealthy behaviors for healthy ones. Ex; Keeping healthy snacks in your car to prevent from going through drive-throughs.
- ▶ **Rewards** – Treat yourself for following through with healthy habits. Learn to recognize natural consequences as well as apply artificial rewards. Also, tracking is a rewarding form of feedback.
- ▶ **Environmental Controls** – It's easier to resist temptation that isn't there. It's easier to control your environment than your behavior.
- ▶ **Support** – Surround yourself with people who support the changes you are making . Spend more time with people who react positively to your changes.



# Solution Focused Coaching Summary



# VCS-Inc. Wellness Coaching Volunteer Training

## Lesson 5

Planning Part 2: How do  
we get there?



# Long term vs. short term goals:

- ▶ A goal is the **what**. The action plan is **how**.
- ▶ Long-term goals are based on the client's vision of their personal or professional life (Preferred Alternative Present / Future Perfect)
- ▶ Short-term goals based on the long term goals.
- ▶ Short term goals (also known as small action steps), are goals to help assist you in getting to the long term goals. (I have also been calling them “mile markers on the journey”)

# TYPES OF GOALS

- ▶ **Outcome-Based Goals:**
- ▶ **Outcome-based goals** focus on the desired result that you plan to achieve.
- ▶ They describe the ultimate outcome of your actions, rather than how you feel about performing your tasks.
- ▶ Outcome-based goals tend to be easier to quantify. You can count how much weight you lose, keep track of how much money you save. For this reason, most people focus on making outcome-based goals. After all, your progress is so much simpler to quantify.
- ▶ **Long-term Outcome-Based Goals:** how you envision yourself after being successful in making all of your desired changes.
- ▶ "I *want* to get along better with my family".
- ▶ **Short-term Outcome-Based Goals:** where you plan to be at set points between your baseline (start point) and your ultimate desired result.
- ▶ "I *want* to have one family dinner each week where everyone cooks together".

# Behavior-Based Goals:

- ▶ **Behavior-based goals** are changes you make to how you behave, at each opportunity to choose. Ex: handling stress better, eating healthier food, being nicer to others, & procrastinating less are all examples of behavior-based goals. They focus on how you personally feel & behave, rather than just looking at the outcome of your actions.
- ▶ **Behavior-based goals are the building blocks of outcome-based goals.** When you change how you think, feel, and behave - changes in results naturally follow. But the outcome is not the focus; it's just a lovely side-effect.
- ▶ To make behavior-based goals: Reflect on how you feel when you're completing a certain task. Are you short-tempered early in the mornings? Do you feel restless or anxious when you're trying to meet a deadline? Begin by focusing on the way you feel and the choices you make when you aren't performing well. Then make a concrete effort to change these feelings and choices.
- ▶ **Long-term Goals:** how you envision yourself after being successful in making all of your desired changes.
- ▶ "I want to get along better with my family".
- ▶ **Short-term Goals:** the new behavior that will turn into a habit and will eventually help you reach your ultimate desired result.
- ▶ "I will organize my schedule to be able to be at home on time for our weekly dinner."

# Identity Goals / Be the Change:

- ▶ **The Most Effective Goals** focus at the **identity level** – where the **I AM statements reside**. These goals are based on the understanding that: you must first **BE**, which will help you to **DO**, which will allow you to **HAVE**.
- ▶ Here's how **BE, DO, HAVE** works...
- ▶ To accomplish something great, we need to break it down into individual steps.
- ▶ **BE** (Qualities or Characteristics)
- ▶ **DO** (Behavior-Based Goals)
- ▶ **HAVE** (Outcome-Based Goals)
- ▶ Usually, when we come up with a goal or a dream or aspire to achieve something great, we jump straight to the 3rd stage, which is **HAVE** (outcome)
- ▶ We say, "I want to have new beliefs," "I want to have good health,"

# Example of three-level goal creation:

- ▶ Outcome-Based Goal (Long-term Goal):
  - ▶ "I **want** to get along better with my family".
- ▶ Behavior-Based Goal (Short-term Goal):
  - ▶ "I will **organize** my schedule to get home on time, every Sunday for our weekly family dinner."
- ▶ Be the Change (Right now) – Identity/Belief goal:
  - ▶ "I will **be committed**; I will **be loyal**. I will **be loving**. I will **be mindful**; I will **be realistic**."

# Upper Limits – Your Psychological Fence Line

- ▶ Not everyone who wants to BE successful in life is prepared to be committed and give up the things that hold them back.
- ▶ This causes an internal identity conflict and sabotages your progress towards your goal.
- ▶ It may become necessary to discuss this conflict with your clients: *Can I be the person who is willing to pay this price for what I want?*
- ▶ You may also have to explore what stops them from being willing to pay the price of admission (which is usually unpleasant: Fear, Anxiety, Discomfort, Pain, Craving, Embarrassment, Humility, Effort/Sweat Equity, Etc.)? **Often, the answer to that is in the neighborhood of: Pain/Frustration Tolerance.**
- ▶ **Pain/Frustration Tolerance:**
- ▶ The amount of pain/frustration an individual can bear before he/she withdraws from the source.





# Upper Limits – cont..

- ▶ The level of pain/frustration you can tolerate is based (in large part) on:
- ▶ Your previous experience with similar discomfort.
- ▶ Your understanding of the line between discomfort and injury. (Threat level perceived)
- ▶ Your level of confidence in how much you can tolerate before you are injured.
- ▶ Your upper limit for pain/frustration (as set by the above items).
- ▶ Your understanding of the fact that your boundaries are set by your upper limits (these become your “fence line”)
- ▶ Your willingness to push past your upper limit. (If you can do this, you will expand your territory and achieve new levels of success.
- ▶ If this is the problem; You & your client will need to focusing for a while on exploring how he/she can expand their level of pain/frustration tolerance and learning how to push past their perceived Upper Limits.
- ▶ Can you think of some ways a person can do this?

# Examples of Ways of BE-ing:

- ▶ Be confident
- ▶ Be consistent
- ▶ Be realistic
- ▶ Be decisive
- ▶ Be determined
- ▶ Be devoted
- ▶ Be diligent
- ▶ Be efficient
- ▶ Be courageous
- ▶ Be creative
- ▶ Be goal-oriented

# Embody the Characteristic

- ▶ The verb “embody” is defined as: “to be an expression of, or give a visible form to (an idea, quality, or feeling)”. For example: “a team that embodies competitive spirit and skill”
- ▶ Some Similar Words/Phrases: Personify; incorporate; give human form/shape to; realize; manifest; express; concretize; symbolize; represent; epitomize; stand for; encapsulate; typify; exemplify; reify; incarnate
- ▶ Think of the Quality / Characteristic / (Identity / Belief System) that you want to embody and ask: What does this quality or characteristic look like to you? Think of a time you had to do something, and you did it effortlessly with this characteristic.
- ▶ How did you feel?
- ▶ How was your body posture?
- ▶ What were you thinking?
- ▶ What did you do?
- ▶ How did you exude that?
- ▶ If you never did...

# Embody the Characteristic, cont..

- ▶ Think of someone you know/ know of (famous or non-famous), who embodies the characteristic. How do they exude that?
- ▶ Vision it.
- ▶ Embody it.
- ▶ Be it
- ▶ DO (Behavior-Based) -
- ▶ Once the new way of being has been created (we have pushed past the inertia of our old beliefs), possible courses of actionable behavior change begin to occur to us, and we are powerfully called into action, propelling us (yay for momentum!) into the future and to achieving our outcome-based goals.
- ▶ HAVE (Outcome-Based) -
- ▶ When you figure out the first two questions around BE and DO, the final HAVE will sort itself out. You already know what you want to HAVE. It's just a matter of BECOMING the person that already HAS what you want and who is DOING the things that you need to do, to HAVE what you want.
- ▶ BE. DO. HAVE.

# ACTION PLANNING

## HOW TO SET SMART OUTCOME-BASED GOALS:

**S** Specific

Your goal is direct, detailed and meaningful.

**M** Measurable

Your goal is quantifiable to track progress or success.

**A** Attainable

Your goal is realistic and you have the tools and/or resources to attain it.

**R** Relevant

Your goal aligns with your vision of health and wellbeing.

**T** Time-Based

Your goal has a start and end date.

# Steps to Action Planning:

- ▶ It's best to do these steps in a coaching session and create an individual coaching plan. You may have to explain certain concepts to the client, such as: Outcome-based goals, Behavior-based goals, BE-ing the change, SMART goals, Affirmations to Confirmations, Programming goals.
- ▶ With the final outcome / vision in mind, assist your client in creating a SMART outcome-based goal. (Have)
- ▶ Next, assist your client in brainstorming what behaviors they need to adopt to get there. (DO)
- ▶ Now, assist your client in identifying who they have to BE in order to DO so that they can HAVE.
- ▶ Assist your client with brainstorming the people and resources that will help them reach their goal.

# Steps to Action Planning:

- ▶ List the potential obstacles and put contingency plans into place.
- ▶ Help your client create affirmations and program their goals.
- ▶ Help your client develop awareness of the clues that will confirm that they are on the right track.
- ▶ Increase client's commitment.
- ▶ Summarize and put a plan you both agree upon into place.
- ▶ Review, revise, and rewrite the plan as needed.

# Action Planning Steps - Expanded

1. Identify a SMART Outcome-Based Goal - With the final outcome / vision in mind. Assist your client in creating a SMART outcome-based goal.

- ▶ Coach: Now that we have identified your ideal outcome, let's turn that into a one-statement SMART Goal. (Ask client if he/she knows what SMART is. If not, explain).
- ▶ What would you say your SMART goal is?

2. Identify the behaviors the client needs to adopt.

- ▶ Helpful / Powerful Question Options:
- ▶ What's the most natural behavior you will start today to get you closer to your goal?
- ▶ What do you think is the first behavior you need to adopt to attain this goal?
- ▶ What is one new habit you need to adopt right now, to attain this goal?
- ▶ What behavior will you start this week to get you closer to your goal?
- ▶ What can be done today to get you going on the road to your ultimate goal?
- ▶ Remember – One day and Someday do not appear on your calendar. Instead of dreaming of One Day, have the client choose a Day One.



### 3. Identify the BEing - assist your client in identifying who they have to BE in order to DO so that you can HAVE.

- ▶ Coach: Who do you need to be to implement the new behavior? What does this quality or characteristic look like to you?
- ▶ Think of a time you had to do something, and you did it effortlessly with this characteristic.
- ▶ How did you feel?
- ▶ How was your body posture?
- ▶ What were you thinking?
- ▶ What did you do?
- ▶ How did you exude that?
- ▶ Think of someone you know (famous or non-famous) who embodies the characteristic. How do they exude that?
- ▶ Vision it. Embody it. Be it.

#### 4. Identify the resources at the client's disposal.

- ▶ "Your best knowledge got you where you are," said Raymond Aaron. New knowledge is essential for creating effective change. Discovering the behaviors of others who completed this goal, the obstacles they faced on their journey, and learning of any advice or tips they have is one of the best ways to ensure success with goal attainment. Read books, research online, network with those who have attained the goal they want to attain.
- ▶ Coach: What resources and information do you know of will assist you in attaining your goal?

#### 5. Identify the client's present support system.

- ▶ Have the client create a list of people who support them and their dreams. Include people who they can contact when they are feeling down or who they can phone to share their success with. Have the contact information included on this list and have your client post this list where it is easily accessible.
- ▶ Coach: Who do you consider as part of your support system as you work toward your outcome-based goal or your behavior-based goal?

## 6. Identify possible obstacles or hindrances to attaining their behavior-based goal and make plans to deal with them.

- ▶ Acknowledging the obstacle and preparing a plan in case it comes up is powerfully motivating to the client. Obstacles that may occur include feelings of discouragement, not having the right team, etc.
- ▶ Coach: What do you see as a possible obstacle to achieving your outcome based goal or in implementing your behavior-based goal? What can we do about this?



7. Create powerful and accurate new beliefs to support the attainment of their goal. For maximum effectiveness, all affirmations should be:

- ▶ Repeated as often as possible.
- ▶ Phrased in the positive. and
- ▶ In the present (or past) tense. (PPS statement)
- ▶ Client questions: What's one statement you can affirm and confirm daily that will move you toward your goal? Are there any statements that you can think of that start with "I can't"? Are there any negative beliefs you have that will be counterproductive to this process?
- ▶ Please note, ... Do not underestimate the power of affirmations! They are the single most effective way to change your client's self-worth and change your client's life.



8. Identify what your client's personal or professional life will be like when successful change is made.

- ▶ Include their feelings, emotions, financial state, etc. that will be experienced and positive comments other people will make about the change.
- ▶ Client question: What great things will happen in your life if you made this change?



## 9. Increasing your client's commitment level.

- ▶ Before the coaching session ends and after the short-term goal for the week has been agreed upon, an effective coach will seek to ensure that the client's commitment level to completing the action(s) is solid. This can be done through questioning:
- ▶ On a scale of 1 (not at all) to 10 (fully committed), how committed are you to completing this action plan this week?
- ▶ Why aren't you 1 lower?
- ▶ What would you need to increase your commitment level to an X (one level higher)
- ▶ Importance is also important to ask about here. You can use the same approach.

### Importance and Confidence Scale:

Quick and easy ways to talk about Importance and Confidence

#### Confidence

How confident are you, using that same scale where 0 is no confidence and 10 is very confident, that you could take your pills every evening before bed?

0 1 2 3 4 5 6 7 8 9 10

Why are you a \_\_ and not a [slightly lower number]?

Why are you a \_\_ and not a [slightly higher number]?

What would it take for you to move from a \_\_ to a [slightly higher number] ?

## 10. Consider the Cons Against Keeping the Status Quo:

- ▶ Identify what will happen if the change is not made.
- ▶ The darker and the longer the list is on this topic, the better. This will act as an extra motivation to work to change your client's life, business, or career.
- ▶ Coach: What will happen if you don't change / start this new behavior? (If you keep things as they are now?)
- ▶ **NOTE: Necessary coach questions:**
- ▶ Is the proposed plan in alignment with the client's long-term goal?
- ▶ What are the possible obstacles to achieving the goal?
- ▶ How committed is the client to this plan?
- ▶ How will we know if the goal is completed (how do we measure success)?

# AFFIRMATIONS TO CONFIRMATIONS: (Speak & Seek)

- ▶ After creating the outcome-based goal, a behavior-based goal, and ways of being, it's time to create affirmations for the new behaviors and new ways of being.
- ▶ Affirmations = statements repeated in order to reprogram your subconscious mind.
- ▶ Your subconscious mind learns through repetition, and through the feelings behind / meaning of the words you say / thoughts that you think and believe.
- ▶ Your mind learns through repetition and emotions.
- ▶ When saying your affirmations, do not say them mindlessly. You have to feel the affirmation.



# Affirmations to Confirmations

- ▶ Do not say affirmations that you cannot connect to emotionally. Ex: saying, "I am wealthy." "I am rich." -These can be mindless affirmations because we don't believe them to be true, so we don't *feel* them. We don't have any emotion behind them.
- ▶ It's vital that you *really feel* the affirmations you repeat, because this is how your subconscious mind learns, and how your subconscious mind will propel you forward.
- ▶ You have to *feel* and *embody* affirmations.
- ▶ Create the types of affirmations that you can see confirmation of – daily, throughout your life. Seek and find confirmation of your affirmations when you are going about your daily routines, whether in whole or in part; whether big or small. Your subconscious mind will help you find them.
- ▶ Finding Confirmations provides evidence of your affirmations as true. You will be able to believe what you want to believe about yourself because these things will be evident.
- ▶ Once you have pushed past inertia in your behavior/ thinking patterns, your subconscious mind will take over (you will achieve momentum). Your subconscious mind will believe the affirmation and provide the momentum to move you forward. It will make these new beliefs you are affirming come to light for you.
- ▶ For example, if you say, "In our family, we love and care for one another." Look for confirmations of that through your day, and they will appear.



# Examples of Affirmations:

- ▶ “I take time to consider my available options, resources and supports in the face of challenges.”
- ▶ “I listen to and trust my inner voice.”
- ▶ “I listen to and trust my instincts.”
- ▶ “My support network is strong and growing.”

# Tips for Effective Use of Affirmations:

- ▶ Say affirmations when there is no conscious resistance (When the problem is not happening). We tend to say affirmations when we are faced with the problem.
- ▶ Ex: You are about to give a speech, and you have an affirmation, "*I'm a powerful speaker.*" Most people would tend to say this when getting on stage to speak, while they are feeling the most fear. This is not helpful. Your subconscious mind and your body will resist believing the affirmation.
- ▶ The harder you have to work in order to do/not to do something, the more unconscious resistance you will experience. Your unconscious mind will start judging/fearing/doubting/shaming your effort/progress. Your unconscious mind will be in conflict with your conscious mind (that chose the change).
- ▶ At these times, you will need to just let yourself feel the uncomfortable emotions, acknowledge them, breathe through them, and proceed in spite of them. Remember that your mind is trying to protect you from hitting the wall and experience failure. It assumes you will get hurt. If you can proceed anyway, then the experience you gain will help this fear/doubt/judging process to reduce/remove itself over time. You will teach your mind to respect/trust your ability to keep going safely.
- ▶ The best times to say affirmations is early morning and late at night, when your conscious mind is most relaxed.

# PROGRAMMING YOUR GOALS:

- ▶ We give our mind a goal and then program it to achieve that goal. Our mind then works like radio antenna, pulling everything in our internal and external environment that resonates on that frequency into our awareness. The following are 7 effective programming techniques that will ensure you *pick up the tunes you want to be hearing*.

## Affirm What You Want

- ▶ Affirming what you want means stating your goal in the present tense as if you'd already achieved it. The subconscious mind takes whatever action needed to comply with the affirmation. Affirmations should be positive, realistic, and confirmable daily. All of life's outstanding achievers use affirmations. World champion boxer Muhammed Ali said, "I am the greatest." Composer Ludwig van Beethoven said, "I know that I am an artist." You have been using affirmations all your life – whether you were aware of them or not, whether they were positive or negative.

## Associate Your Goal with Rewards

- ▶ Associate your goal with something you desire, intrinsic or extrinsic, and you will be motivated towards it. Alternatively, associate not getting your goal with something you don't want, such as loss of money or physical pain, and you will remind yourself of what to avoid.

These two feelings, pleasure and pain, are powerful programming forces.

# Programming your Goals

## Visualize It

- ▶ Visualization means seeing yourself in your mind's eye, having achieved your goal. The secret of visualization is to do it in such rich detail, and with all your senses, that you are fully there.
- ▶ Oprah Winfrey has spoken about using visualization to achieve her goals, often mentioning the power of vision boards.
- ▶ Michael Phelps (Olympic swimmer renowned for his detailed visualization practices during training) pictured himself winning races.
- ▶ Steve Jobs (the co-founder of Apple) was known for his visionary thinking and ability to visualize groundbreaking products

# Programming Your Goals

## Act As If

- ▶ The more you act as if you've already achieved what you want, the more likely you are to achieve it. It's what your mentor meant when he/she advised you to "dress for the job you want, not the job you have". The subconscious mind cannot tell the difference between actual reality and imagination. It will simply believe you have already achieved your goals.

## De-Bug With Positive Self-Talk

- ▶ Just as a computer program occasionally gets infected with viruses and bugs, so your own goal-setting programming can get infected with setbacks, doubts, and feelings of failure. That's when you need an anti-virus mental program to get rid of the bugs. One such programming is:
- ▶ Positive Suggestion. Consistently replace your negative predictions/thoughts with positive ones and remind yourself of your progress: *"Every day, in many ways, I am getting nearer and nearer to my goals."*
- ▶ *"I do not need to be perfect. I need to be persistent / consistent."*

# Programming Your Goals

## Leave It Alone

- ▶ Once we feed our goals into our subconscious mind, it's important that we let our mind get on with the job without our interference. ("Set it and forget it") The conscious mind is like the machine operator, while the subconscious is the machine itself. This means that you have to let go and resist the temptation to constantly analyze or check how it's doing.

## Pray With Heartfelt Gratitude

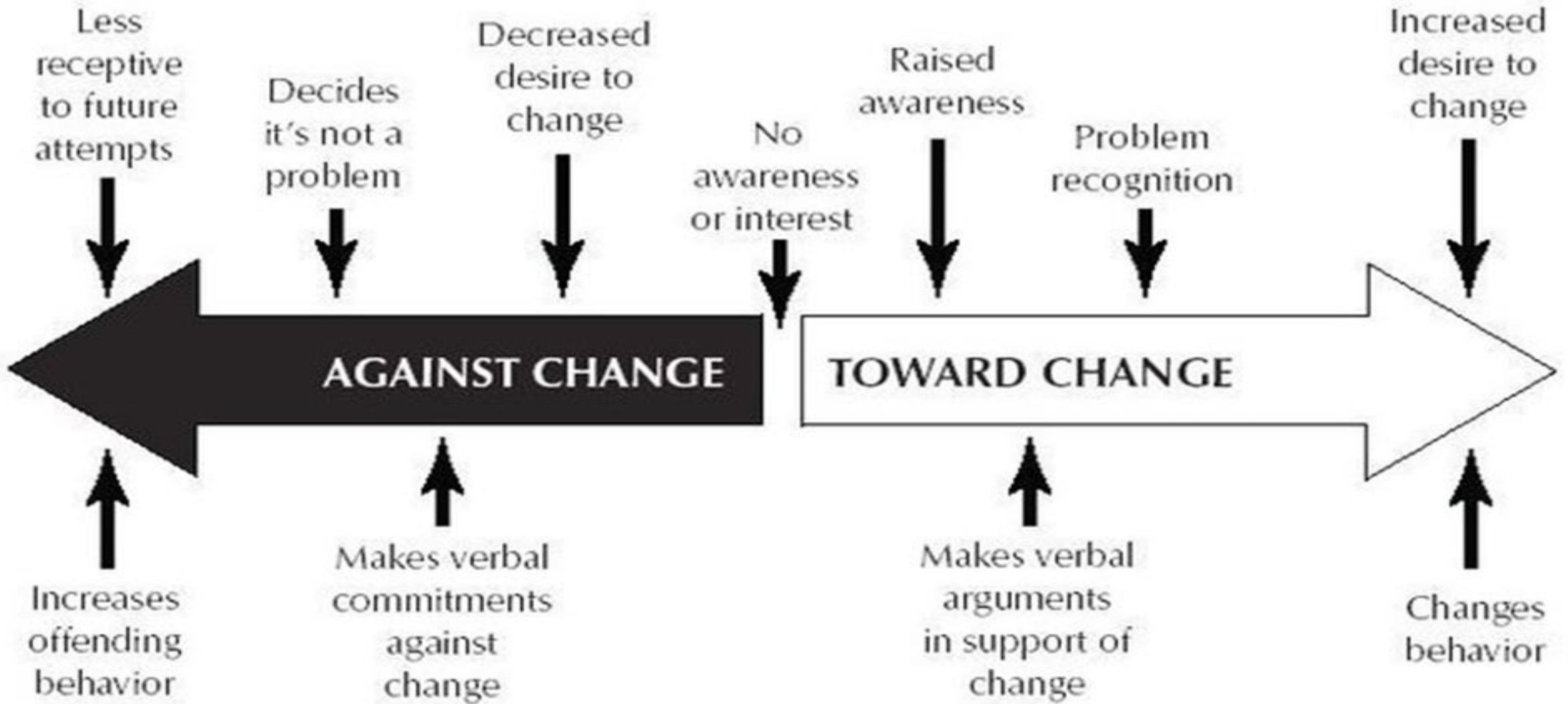
- ▶ Prayers are a form of programming that people have practiced for centuries; but with one important difference from other kinds of programming. As well as verbalizing or internalizing something you want, you give thanks as if you already possessed it. Such gratitude connects you to a mightier power than you possess and unleashes great forces that work on your behalf. (Whatever you conceive that to be – or – the power of emotion.)
- ▶ \*\*When you practice these programming techniques to achieve your goals, as long as they are realistic and you are also behaving in accordance with them, you will achieve them.
- ▶ \*\*This is how you have achieved all the results you are living right now. \*\*

# Change Talk Vs Sustain Talk

- ▶ **Ambivalence** - When we stand at the crossroads of behavior change, we often experience ambivalence, the uniquely human experience of *wanting and not wanting* something, simultaneously.
- ▶ At this time, our inner dialogue makes arguments *for as well as against* the change in question. **Change Talk** is the part of the argument that supports making the change. **Sustain Talk** is the part of the argument that supports the status quo - no change. Until the client resolves their reasons for maintaining the status quo, both sides of the argument will continue to be explored in his/her mind.
- ▶ Be careful not to give advice or make reflections/arguments *only* in favor of change talk. If you spend too much time taking this side of the argument, you will leave your client no choice but to take the opposite side - which is the side of staying the same.
- ▶ **Ambivalence is often caused by a discrepancy between an individual's values and actions.** A client might value health and fitness, but think there is not enough time to be more physically active. This results in a mismatch between where the client is and where they want to be. Part of the coach's job is to help the client see that current patterns conflict with his/her values or health goals. In MI you do this with great care, using a curious, respectful, nonjudgmental stance.



# Change Talk - VS - Sustain Talk



# Change Talk-VS- Sustain Talk

- ▶ Motivation for change is likely to increase when the client recognizes there is a discrepancy between a current choice and a personal goal.

If your client has come to you for help in making a change, you can use motivational interviewing skills to help them increase change talk while decreasing sustain talk.

This is not the same as directing the client (choosing their goals). This is being directional – keeping the client on task / on the path that he/she chose – towards the goal you were hired to help them achieve.



# Change Talk –VS– Sustain Talk



**Change Talk** – statements the client makes that identify a specific change focus and direction for change. Coaches can support their clients in resolving their ambivalence about change by responding selectively to what the person says about making change.

- ▶ **Examples of change talk:**
- ▶ “I want to make this change.”
- ▶ “I am able to make this change.”
- ▶ I have good reasons to make this change.”
- ▶ I will make this change.”
- ▶ I am ready to make this change.”

# Decision Balance Worksheet

## ► Visualize your options

Thinking through the pros and cons of both changing and not making a change is one way to help us make sure we have fully considered the various aspects of our decision.

## ► Instructions:

First identify the change you are considering making. Then, write in the reasons that you can think of in each of the boxes. Next, look at your overall picture. Talk it through with your coach and ask for feedback. Finally, use this information in making the best and healthiest choice.

### DECISIONAL BALANCE SHEET

CHOICE:

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---

---

	BENEFITS (PROS)	COSTS (CONS)
PURSUING THE OPPORTUNITY		
NOT PURSUING THE OPPORTUNITY		

# Decision Balance Worksheet

## Note:

This exercise results in a visual representation of your ambivalence.

When you are done, you will be able to clearly see both your change talk and your sustain talk.

Read all the reasons you listed in the yellow-shaded boxes. These reasons are your **Change Talk** – they are all the reasons you can think of for making the change.

Read all the reasons you listed in the green-shaded boxes. These are your **Sustain Talk**. They are all the reasons you have for staying as you are – not making the change. Ask yourself – how badly do you want this change? If this is something you definitely want, you can do the following:

# Decision Balance Worksheet

## Look at Sustain Talk Reasons:

- ▶ These are pointing you towards the obstacles you will face – the places you will get stuck on your way to this change.
- ▶ These are your previous painful experiences/failures, your fears, doubts, assessments of your lack of ability/help, etc.
- ▶ Take time to affirm and acknowledge the reality of these points for yourself /your client. It is a reality that you/they have felt/believed this way.
- ▶ Take time to consider the possibility that there is another way to see these points. Have you/your client misunderstood/misjudged something?
- ▶ Make plans for how to overcome these issues. Do you need resources? Supports? Coping Skills? Anything Else?
- ▶ What lessons and/or goals can you draw from them?

# Decision Balance Worksheet

## Look at Change Talk Reasons:

- ▶ These are pointing you towards your motivation and readiness for change.
- ▶ Make Affirmations from these reasons.
- ▶ Use these to notice what Values / Character Strengths they are pointing out. Do you possess these strengths already? Do you need to improve them?
- ▶ What goals can you draw from them?

# VCS-Inc. Wellness Coaching Volunteer Training

Planning Tools you can  
use to assist you in your  
work with your clients





# Individual Coaching Plan

- ▶ Let's explore this tool to see how you can use it to plot the course for your client's change journey.
- ▶ First Page – Basic Plan
- ▶ Followed By:
  - Primary Goal
  - 4 Milestones with Action Steps

# Printable Coaching Journals

- ▶ Several Optional Coaching Journal Covers have also been provided.
- ▶ Coaching Session Date: There are enough pages for 19 sessions in the printable version in the website. We have provided one session's pages for you to view.
- ▶ Next Steps and Actions: What will the client be doing next (in the coming week)? How will he/she go about doing these things?
- ▶ Other: What else will the client need to consider in order to carry out next steps?
  - ▶ Additional Resources
  - ▶ Additional Supports
  - ▶ New Affirmations, etc.



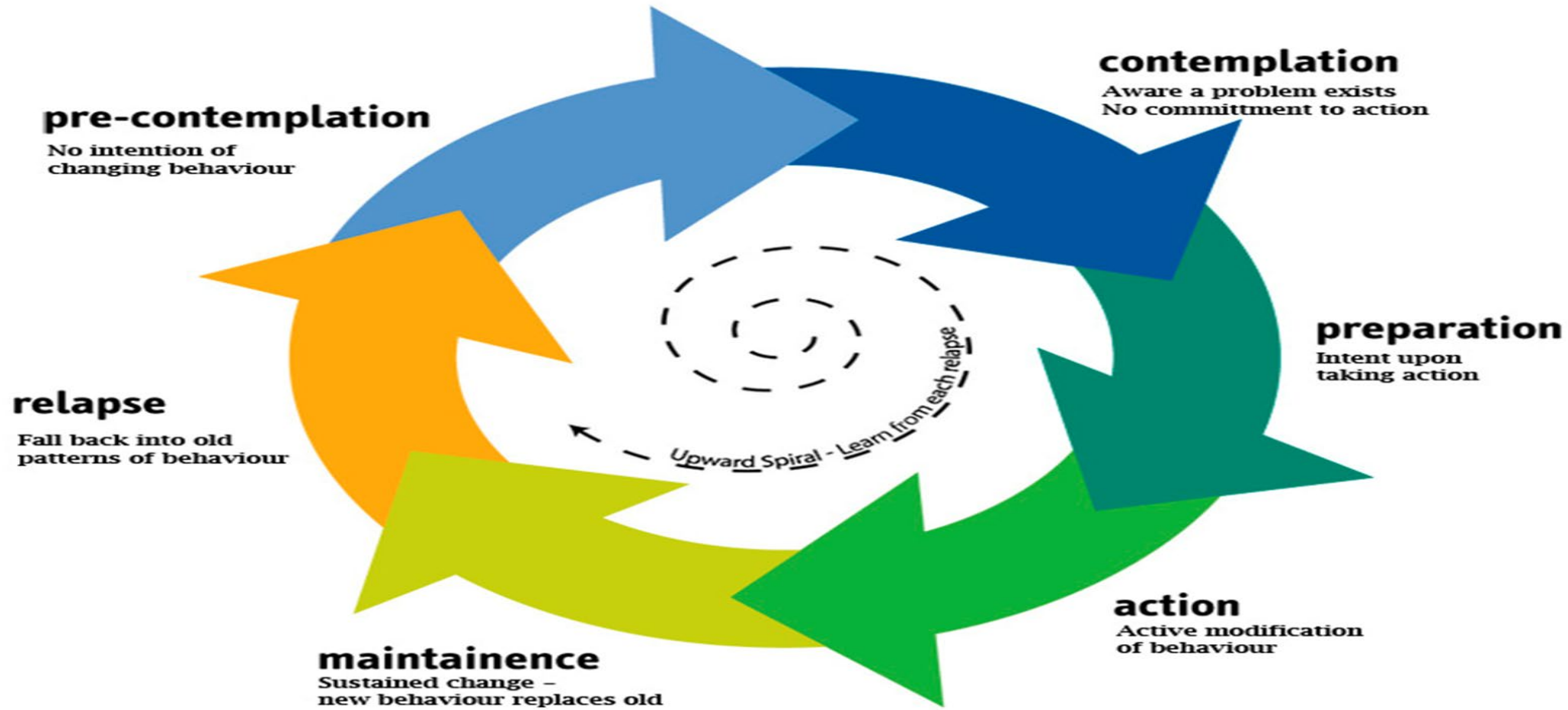
# Printable Coaching Journals

- ▶ Coaching Session Date
- ▶ Goals for Session: Decide the session goals with client at the beginning of each meeting.
- ▶ Lessons Learned / Progress: Looking back at the last week's change efforts:
  - ▶ What went well?
  - ▶ Effect(s) of this/these success (es):
  - ▶ Roadblocks/Obstacles encountered:
  - ▶ What I think is required to overcome this/these obstacles:
  - ▶ Any Setback(s) experienced:
  - ▶ How this/these occurred:
  - ▶ Feedback : From the coach, based on the client's self-report and discussion
  - ▶ Do more or continue doing:
  - ▶ Improve on or change:

# OPTIONAL JOURNAL COVERS



# Remember Me?



**Transtheoretical Model of Change**  
Prochaska & DiClemente

# Pre-Contemplation Exercise

- ▶ This worksheet provides an outline for a session with a client at the Pre-Contemplation Stage of Change (still does not think there is anything to change)
- ▶ The exercise gives you a structure to follow with your client for exploring their thoughts at this stage of change, and deciding whether there is any work they wish to do, now that they are here.

# Contemplation Exercise

- ▶ This exercise provides an outline for a session with a client at the contemplation stage of change. (Thinking about making a change – weighing the pros and cons)
- ▶ Would be great in conjunction with or instead of the Decision Balance Worksheet from Lesson 5

# Preparation Assignment

- ▶ This tool provides an outline for a session with a client at the preparation stage –(Having decided to make a change, client is preparing to begin...)
- ▶ This tool provides a Behavior Change Contract (for clients who like that sort of thing...)
- ▶ Some clients find contracting helpful and motivating. Feel free to print and complete this with them.
- ▶ For some, using the behavior contract to focus the conversation around goals, target dates, rewards and accountability will be enough, and then you can fill out the Individual Coaching Plan



# SMART Goals Checklist

- ▶ This checklist will help you keep yourself organized as you develop SMART goals with your clients.
- ▶ This checklist is a great way to audit the goal development process, troubleshooting when your client has encountered difficulty with their goal.
- ▶ It is also helpful in supervising coaches – to audit their goal development work with clients. Supervisors can go over coaching plans/goals with coaches using this list to see that all parts were covered and troubleshoot where parts were missed.

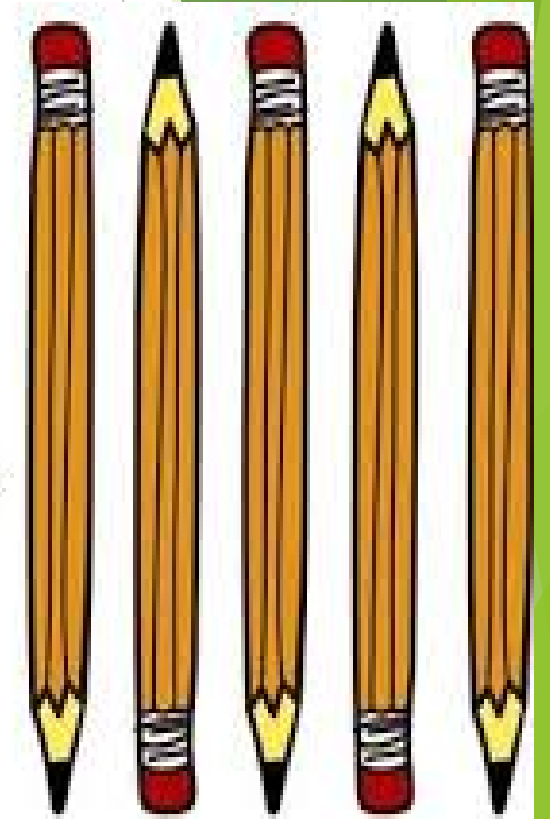
# SMART Goals Worksheet

- ▶ You understood the components of SMART Goals –
- ▶ Here is a tool to help you break down the process of developing a SMART goal with your client. You and your client can use this worksheet during session, and your client can keep the worksheet as a reference between sessions.

# Learning From Your Mistakes

- ▶ Having begun to take action, clients will also have begun making mistakes.
- ▶ This tool can help you manage the conversation/session dealing with those times.
- ▶ Help the client understand that mistakes and setbacks are part of the growth process.
- ▶ Reviewing them is not about judging the client, but about adjusting the plan.

**EVERYONE  
MAKES  
MISTAKES...  
THAT'S WHY  
THERE ARE  
ERASERS**



# The R Factor Disciplines

- ▶ This tool can help you show/explain the disciplines that make for effective Responses to the events in our lives.
- ▶  $\text{Event} + \text{Response} = \text{Outcome}$
- ▶ Response = your response is the only part of this equation over which you have actual control.



# Motivational Interviewing Summary

- ▶ Provides a deeper dive into the process of motivational interviewing
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- ▶ Increasing Change Talk
- ▶ Decreasing Sustain Talk

