

Emphasize



Open-ended questions



Affirmations



Reflective Listening



Summaries



Listen for ambivalence



Develop discrepancy



Listen for emotion



Educate only with permission or when patient asks for it



"Change talk"

Avoid



Being judgemental



Advice-giving



Debate

When you feel stuck



- Listen and reflect.
- Listen and reflect **some more**.



- Summarize.
- Ask the patient what else you need to know.



- Ask the patient how she/he would like to proceed.



- What is most important to the patient? What factors seem to be associated with the most emotion?



- Consider whether there is sufficient discrepancy between the patient's values/goal and current behavior to drive motivation for change.



- Consider whether you are trying to do "patient work" that is the patient's responsibility (i.e., patient choices, behavior, etc.)