

Quality Conversations

Lunch and Learn Resources

Starting conversations about change

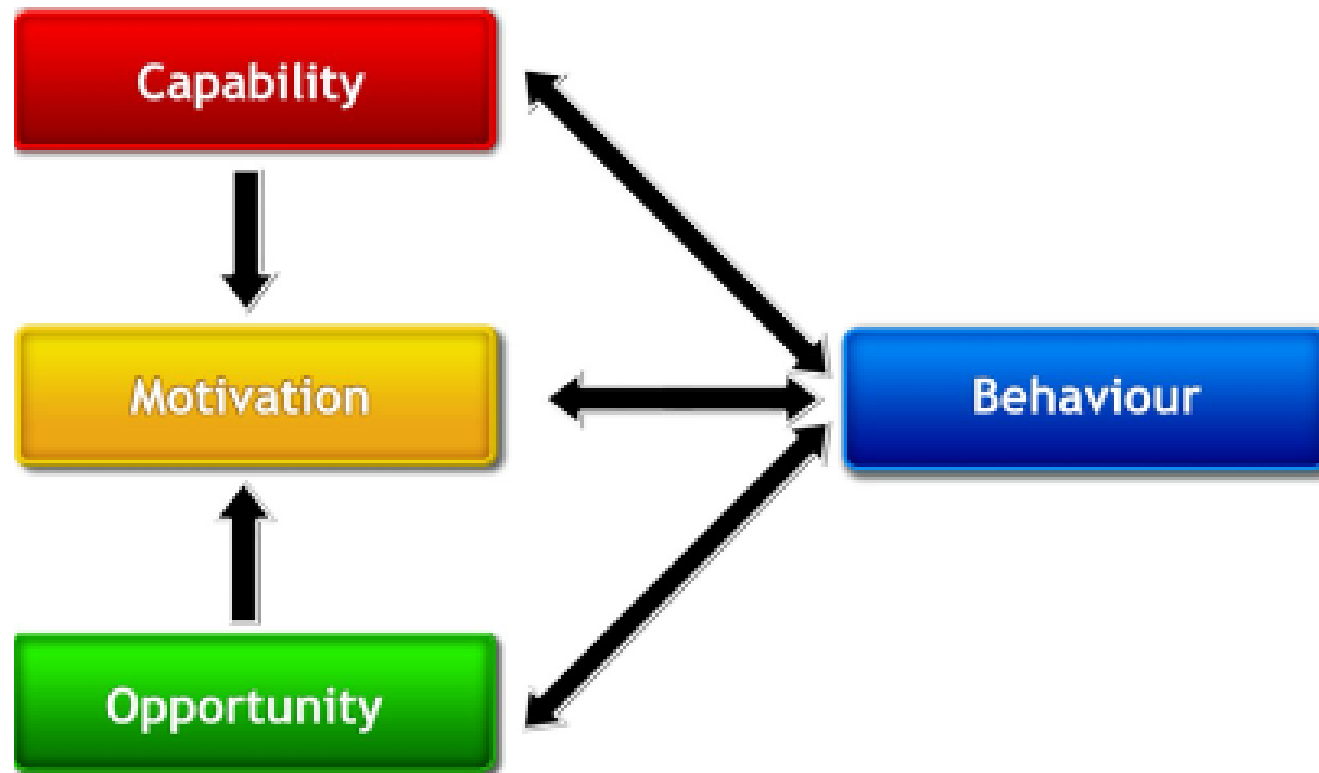


Preparing for change conversations:

When, Where, Why, What, Who and How

- **When:** Consider the best time for the conversation. Ask if they have time to talk.
- **Where:** Ideally choose somewhere quiet where everyone can focus.
- **Why:** Understand what behaviour change they are open to, and what is motivating them to change?
- **What:** Understand what works for them. Consider past experiences, interests and support systems.
- **Who:** Consider who is present and ask if they want to talk to you alone or would prefer to have a chaperone.
- **How:** Prepare for conversations such as reviewing notes already on the system. However, don't make assumptions as life circumstances can change rapidly.

Starting conversations about change



What can help us to understand someone better?

- **Active listening** - Give your full attention, use engaging body language (e.g. eye contact and nodding) and avoid interrupting.
- **Empathy** - Consider their feelings, experiences and perspectives. Show compassion and understanding.
- **Open questions** - Encourage detailed responses by asking open questions.
- **Bias** - Be aware of biases to avoid incorrect assumptions.
- **Diversity** - Learn what approach works for each person and adapt communication styles to respect individual differences.
- **Patience** - Respect their pace, be comfortable with silence to allow time for openness and sharing.
- **Summarise/ paraphrase** - Summarise to show listening, allow them to correct misunderstandings and explore their thoughts further.

What can help us to understand someone better?

Understand the whole person - there is more than what you initially see. We all have aspects of life that are unseen like represented in the picture below:

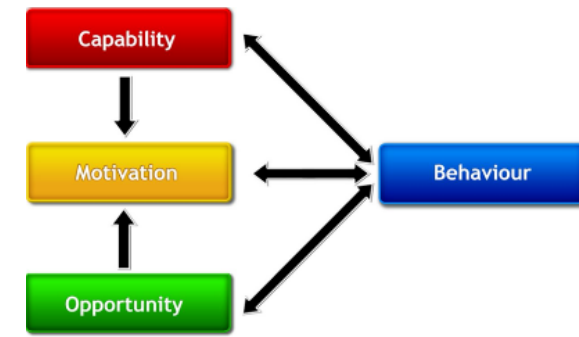


What to remember about behaviour change?

- Behaviour change should be led by the person. It is more than giving information and is rarely about creating feelings of fear.
- Knowledge is valuable, but it's usually not the sole cause of change.
- People are experts in their own lives and how they can make lasting changes, so it is important we ask the right question and provide support.
- Change happens over time and every small victory matters. Celebrate achievements and remember positive encouragement supports the collaborative approach.



How can the COM-B model help?



The COM-B model provides a structured approach to addressing three key areas necessary for change: capability, motivation and opportunity.

Capability

- **Psychological** - Does the person have the required knowledge and skills?
- **Physical** - Do they have the necessary physical abilities such as strength and stamina?

Motivation

- **Reflective** - Does the person plan and contemplate change? Are they considering how and why to make the change?
- **Automatic** - Are emotions, impulses, or habits influencing their decision to change?

Opportunity

- **Physical** - Does the persons environment allow for or support change?
- **Social** - Do they have social support? What social influences impact them?

Taking a strengths-based approach

A strengths-based approach focuses on recognising and using an individual's strengths to support them in making positive changes.

The benefits of using this approach:

- **Boosts confidence** in their own abilities and encourages them to tackle challenges with a positive mindset.
- **Fosters resilience** as the increase in confidence should support individuals to come back from set backs.
- **Encourages growth** as it supports people to explore their interests and take part in new opportunities.

Example questions

Health and wellbeing: Tell me what activities you do that make you feel your best?

Social support: Who are the people in your life that provide you with support? What do you think others would describe as your strengths?

Resilience and coping: What strategies have you used to support yourself to feel better in the past?

Interests: Tell me about your interests and hobbies?