

Laser Coaching

A Practical Approach For Clinicians

Asthma Educator Sharing Day
Thursday, October 30, 2014

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Coach



Workshop outline

10 min.

- Goal and purpose
- Resources & Methodology scientific evidence
- Review packet contents: Ground rules/Small group instructions
- Methodology demonstration

30 min.

Small group break out sessions

10 min.

Full group debrief / discussion

10 min.

Closing: Key learning points

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Goal:

- By the end of this workshop, all participants will leave with the knowledge of how to systematically influence their clients, friends, family or themselves into making positive health behavioral changes within 7 minutes.

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Purpose:

- To create a safe environment to practice the Instant Influence methodology/model by Dr. Michael Pantalon, PhD
- To introduce a tool and methodology that is evidence - based and has proven to be effective on both those with and without chronic health and mental conditions as validated by years of clinical research
- To *JUST DO IT, SO WE GET GOOD AT IT!*

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Resources:

- Instant Influence: How to Get Anyone to Do Anything ---Fast; Michael V. Pantalon, PhD
- Wellness Coaching for Lasting Lifestyle Change; Michael Arloski, PhD, PCC
- Co-Active Coaching: New Skills for Coaching People Towards Success In Work and Life; Laura Whitworth, Karen Kimsey-House, Henry Kimsey-House, Phillip Sandahl
- MI Home Page: <http://www.motivationalinterview.org/>
- Positive Psychology: What is it?
http://en.wikipedia.org/wiki/Positive_psychology
- Home Page for Dr. Martin Seligman:
<http://www.authentichappiness.sas.upenn.edu/Default.aspx>

Methodology Scientific Evidence

- No one absolutely has to do anything; the choice is always yours.
 - Scientific evidence: The law of psychological reactance: Jack and Sharon Brehm, 1966
 - Application: Begin by acknowledging autonomy, client needs to know that they are in control, it is their choice.

Methodology Scientific Evidence Continued:

- Everyone already has enough motivation
 - Scientific evidence: Accessing our own motivation: Martin Seligman 2005
 - Application: Catch the client's motivation no matter how small it is, the client has the answers.

Methodology Scientific Evidence Continued:

- Focus on any tiny bit of motivation works much better than asking about resistance.
 - Resolving cognitive dissonance: Leon Festinger, 1957
 - Application: Help the client fully explore and embrace their internal motivations.

Laser Coaching: Packet Contents

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- **Ground rules** Pg. 4
- **Introduction & small group breakout sessions** Pg. 5-6
- **Full group debrief session** Pg. 7
- **Closing** Pg. 8
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Ground Rules: Optional

- Small break out groups: Establish positive non-threatening environment
- Focusing on motivators rather resistance & results
- Focus on behaviors rather attitudes
- Believe in and be yourself

Ground Rules: Continued

- Keep each other's personal information shared during a session confidential
- Respect each other's ideas
- Agree to disagree
- Always ask for permission

Ground Rules: Continued

- Approach this workshop with a curious open mind
- Leave judgment outside the conference room
- ***Stop coaching sessions after 4 minutes***
- ***Stop small group debriefing session after 5 minutes***

Ground Rules: Continued

- Avoiding providing expert advice
- Allow your client to own the problem rather trying to fix them
- RELAX AND ENJOY THE PROCESS
- Small break out group added ground rules:

- _____
- _____
- _____

Six Step Instant Influence Demonstration

- Establish Autonomy: Your in control
 1. Why might you want to change?
 2. How ready are you to change--- on a scale from 1 to 10, where 1 means “not ready at all” and 10 means “totally ready”?
 3. Why didn't you choose a LOWER number?
 4. Imagine the change already occurred, what do you see?"
 5. Why is that important to you?
 6. What is the next step, if any?

Small Group Break Out Sessions

10 min.

- Individually, think of an issue of any aspect of your life that you have been struggling with that you are stuck on and just cannot seem to overcome.
- Form groups of three
 - Coach
 - Client
 - Observer
- At your table or find a place in the conference room or center that the three of you can complete three session where each of you has the opportunity to assume each of the three roles
- Review the ground rules
- Begin sessions: 4 minutes, no more, less is ok

Small Group Break Out Sessions Continued

- **The Coach:** Begins by assuring and acknowledging client's autonomy then proceed with the session utilizing the 6 steps. Keep the questions in front of you, but do not take any notes. No matter how "mechanical" it feels, use only the 6 steps in the order they are listed utilizing only asking permission, questions and reflection statements in-between steps. Usually it is obvious when to move on to the next step, but if you are not sure, simply ask the client's permission to do so, if they say no, ask them; "what would be the next step for you then?" Again, try to totally focus on your client, not yourself or what you are going to say next. After 7 minutes the observer will gently let you know to terminate the session. For the purpose of this workshop, how far you get into each session is not important so please do not focus on the time.

Small Group Break Out Sessions Continued

- ***The client.*** Be as open as you feel comfortable with your small group, sit back and enjoy this wonderful experience!
- ***The Observer.*** Your main job is to observe what is happening during the session by listening what is said verbally, but also non-verbally, trying to identify when the change talk “shifts” occur with the client. You may take notes during the session to capture the main points you would like share during your small group 5 minute debrief period. ***Your other very important job is to assure the coaching session last no more than 7 minutes.*** You should begin the clock as soon as the coach begins to speak in their role, and end at the 7 minute mark by gently letting the other two know the time is up. Since our time is so limited both now and when we are actually speaking to our members, it is critical that we try to adhere to this rule.

Small Group Break Out Sessions Continued

- ***The client.*** Be as open as you feel comfortable with your small group, sit back and enjoy this wonderful experience!
- ***The Observer.*** Your main job is to observe what is happening during the session by listening what is said verbally, but also non-verbally, trying to identify when the change talk “shifts” occur with the client. You may take notes during the session to capture the main points you would like share during your small group 5 minute debrief period. ***Your other very important job is to assure the coaching session last no more than 7 minutes.*** You should begin the clock as soon as the coach begins to speak in their role, and end at the 7 minute mark by gently letting the other two know the time is up. Since our time is so limited both now and when we are actually speaking to our members, it is critical that we try to adhere to this rule.

Small Group Break Out Sessions Continued

Small group debrief sessions:

After each session, conduct a 2 minute debriefing where **the person who was the last observer is again responsible for keeping the debriefing session to 2 minutes only.** The debriefing session *should begin with the client's general comments followed by the coach's general comments.* Then the observer provides feedback on what they saw, what might the coach want to do differently, and finally what they thought the coach did well.

Small Group Break Out Sessions Continued

Small group debrief sessions:

- Questions to consider for both the coach and the client could be:
 - How did it feel overall?
 - Do you feel different now than you did before the session? How?
 - Do you feel like you have more energy or less energy?
 - What do you think was the source of getting more energy or getting your energy drained?
 - Is this a methodology that could be helpful while trying to help any or all your clients; spouse, family, friends and/or even yourself?
 - What is the next step?
- Change roles, repeat D - F above
- After each person has assumed all roles, return to main conference room

Full Group Discussion

10 min.

- How did it feel overall?
- Do you feel different now than you did before the session? How?
- Do you feel like you have more energy or less energy?
- What do you think was the source of getting more energy or getting your energy drained?

Full Group Discussion

Six Step Methodology Review/Application

- Establish autonomy
 1. Why might you want to use this method?
 2. How ready are you willing to give this method a try on a scale from 1 – 10, 1 being not at all, 10 being let's go for it?
 3. Why didn't you pick a lower number?
 4. Imagine you began using this tool 6 months ago, how would things be now?
 5. Why is that important to you?
 6. What is our next step, if any?

Full Group Discussion: Next steps to consider

- ***Individual:*** Begin using the tool immediately with your clients
- ***Group:*** Continue practice MI sessions on a regularly scheduled basis

Laser Coaching: Closing **10 min.**

Did we accomplish our goal?

Scale of 1 – 10

- By the end of this workshop, all participants will leave with the knowledge of how to systematically influence their clients, friends, family or themselves into making positive health behavioral changes within 7 minutes.

Laser Coaching: Closing 10 min.

Did we accomplish our purpose?

Scale of 1 - 10

- To create a safe environment to practice the Instant Influence methodology/model by Dr. Michael Pantalon, PhD
- To introduce a tool and methodology that is evidence - based and has proven to be effective on both those with and without chronic health and mental conditions as validated by years of clinical research
- To *JUST DO IT, SO WE GET GOOD AT IT!*

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THANK YOU!

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App. # 1

Motivational Interviewing: Instant Influence: Michael Pantalon, PhD

Three key behavioral health concepts that methodology is based on:

- No one absolutely has to do anything; the choice is always yours.
 - Scientific evidence: The law of psychological reactance: Jack and Sharon Brehm, 1966
 - Application: Begin by acknowledging autonomy, client needs to know that they are in control, it is their choice.
- Everyone already has enough motivation.
 - Scientific evidence: Accessing our own motivation: Martin Seligman 2005
 - Application: Catch the client's motivation no matter how small it is, the client has the answers.
- Focus on any tiny bit of motivation works much better than asking about resistance.
 - Resolving cognitive dissonance: Leon Festinger, 1957
 - Application: Help the client fully explore and embrace their internal motivations.

App. # 1

Motivational Interviewing: Instant Influence: Michael Pantalon, PhD

1. Why might you change?
2. How ready are you to change--- on a scale from 1 to 10, where one means “not ready at all” and 10 means “totally ready”?
3. Why didn't you choose a LOWER number? (Or if the influence picked 1, either ask the second questions again, this time about a smaller step toward change, or ask, what would it take for that 1 to turn into a 2?)
4. Imagine the change already occurred, what do you see?"
5. Why is that important to you?
6. What is the next step, if any?

Considerations to achieve lasting behavioral change: App. # 2

- Any of the six steps can be skipped if you feel your client has made head way and ready to move on, it is possible with some you may even skip steps 2-5 and going right to 6.
- Stick to and help your client fully explore their ***motivation*** rather their resistance.
- Providing expert advice has been proven repeatedly over the last three decades not to result in lasting behavioral change.
- Take off your expert hat to really hear what the client is saying.
- While utilizing the 1 – 10 scale, the number the client chooses is not important, what is important is the client's “change talk” that it facilitates after asking question # 3, “Why didn’t you choose a lower number?”
- It is the clients “change talk” that results in lasting behavioral changes, not expert advice.

Considerations to achieve lasting behavioral change: App. # 2

- “**Why**” questions phrased appropriately can be the most powerful type of questions used to elicit change talk leading to lasting behavioral changes.
- Remind clients they are in control by always asking permission.
- It is ok to end the session at any step if you or the client get stuck, simply ask permission to continue at another time.
- Listen until you do not exist.
- If the client is resistant to identifying their motivators, ask, “If things do not change, what would that look like in the long run?”
- Approach all sessions with deep curiosity rather judgment or wanting to fix the person.

Considerations to achieve lasting behavioral change: App. # 2

- Ask why five times or until change talk begins after reflecting (acknowledging) what was said.
- If all else fails, reflect back what the member said by paraphrasing or stating it exactly how they said it.
- Pausing is absolutely ok and could be a very powerful in giving your client time to think and reflect on what they just said.
- Always remember, it is all about your client, it is nothing about you.

Life Style Facts, Logic & Questions

1st Step Client Motivation Tool: App. # 3

1. **Fact:** At least 50% of our health depends on our lifestyle.
2. **Fact:** We all have 100% control of our lifestyle.
3. **Logic:** The daily choices we make result in 50% of the reasons why we are either sick or healthy.

Life Style Facts, Logic & Questions

1st Step Client Motivation Tool: App. # 3

4. **Logic:** Moving from illness to wellness cannot occur until one embraces this concept by becoming the **owner** and **driver** of **their desire** to change their lifestyle.
5. **Question:** Are you ready and willing to become the owner and driver of your life?
6. **Question:** Will you allow me to help you discover how?

Ok, let's get to work!