

- **ENGAGE**
 - Build rapport by matching people body language, words and tone.
 - Actively listen.
 - Ask curious questions that keep your map out of their world.
- **GUIDE**
 - Guide out of stuck state, what could they have differently (X) and the importance of it
 - **“Regarding your health, what would you like to have happen?”**
 - **And is there anything else about that X? What kind of X is that X?**
 - **What is important to you about that X?”**
- **EVOKE & ENVISAGE**
 - What will it be like when they have it? Visualise this
 - **“What would happen if you did? What would happen if you didn’t?”**
 - **What wouldn’t happen if you did? What wouldn’t happen if you didn’t?”**
 - **Can you give me another example of this?”**
- **FOCUS FORWARDS**
 - Clarify purpose of stuck behaviours (Y) & explore behaviour specifics to remove obstacles
 - **“For what purpose are you doing Y?”**
 - **What does doing Y give you? What does Y stop you doing?**
 - **When / where / how / with who specifically do you Y?”**
 - Summarise goals here - collectively recall back & transition X towards the future
- **PLAN in STEPS**
 - Develop a change plan & self-owned strategies to make it happen (cf SMART)
 - Repeat a "next steps" question until broken into manageable chunks and first step of action: **“What needs to happen for that / X to happen? Right, in order to do that, what do you need to do? So what needs to happen for that to happen?”...**
 - Summarise agreed action, commit to first step & a time-bound follow up - shake on it.
- **CELEBRATE & BUILD**
 - Follow up and celebrate success! Congratulate every small step and shift away from the stuck state with positive affirmations. Learn from mistakes
 - Keep building on goals and actions and carry on the conversation ...
 - **“So knowing all that you know from the last time we met –what do you want to have happen now?”**

OVERCOMING RESISTANCE

<i>I don't want</i>	What do you want?
<i>I must do / should do...</i>	According to whom? What would happen if you did? What would happen if you didn't?
<i>I can't</i>	According to whom? When can you? What can you do? What happens when you do? What happens when you don't?
<i>I never...</i>	Never?
<i>I always ...</i>	When Specifically?
<i>I've tried that before...</i>	So what did you learn? And knowing what you learnt then, what needs to happen now?

Produced from work by Dr Yasmin Razak, GP Educator and Jo Wilson, NLP Coach from Beyond Training Solutions, in association with Diabetes UK